DOCUMENT RESUME

ED 303 183 IR 052 633

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TITLE User Surveys. SPEC Kit 148.
INSTITUTION Association of Research Libraries, Washington, D.C. Office of Management Studies.
PUB DATE Oct 88
NOTE 120p.
AVAILABLE FROM Association of Research Libraries, Office of Management Services, 1527 New Hampshire Ave., NW, Washington, DC 20036 ($20.00 prepaid).
PUB TYPE Reports - Research/Technical (143) -- Tests/Evaluation Instruments (160)

EDRS PRICE MF01 Plus Postage. PC Not Available from EDRS.
DESCRIPTORS *Academic Libraries; Administrator Responsibility; *Evaluation Methods; Higher Education; Library Personnel; *Library Planning; Library Research; *Library Services; *Needs Assessment; Questionnaires; Surveys; *Use Studies
IDENTIFIERS Association of Research Libraries

ABSTRACT

Based on responses to a survey of Association of Research Libraries (ARL) members in March 1988, this Systems and Procedures Exchange Center (SPEC) flyer and kit are designed to assist administrators of large academic libraries in the selection of useful methods of conducting user surveys for particular library concerns. The flyer provides a brief overview of the survey and its findings, including a rationale for surveying, survey strategies and methods, considerations for successful surveying, and current trends. The kit contains a summary of information about 108 surveys conducted by 38 ARL member libraries and materials submitted by the University of California at Santa Barbara, University of California at Irvine, Dartmouth College, Duke University, University of Iowa, Kent State University, Massachusetts Institute of Technology, Michigan State University, University of Michigan, Ohio State University, Purdue University, Stanford University, Southern Illinois University at Carbondale, Texas A&M University, Washington University, and York University. These materials include policy guidelines for studying libraries and a final report on user needs, as well as 18 survey instruments. These questionnaires are divided into four groups: (1) general user surveys; (2) user surveys with emphasis on long-range planning; (3) brief surveys targeted at specific services or groups; and (4) use surveys. A selected reading list of eight items is included. (CGD)

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User Surveys

Kit 148

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________ 142.Remote Access

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________ 132.Library-Scholar Communic.

________ 131.Collection Develop.Organiz.

________ 129.Organization Charts

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_______ 115.Photocopy Services
_______ 114.Binding Operations
_______ 111.Coop.Collection Development
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_______ 106.Electronic Mail
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_______ 85.Personnel Classif.Systems
_______ 84.Public Serv.Goals-Objs.
_______ 83.Approval Plans
_______ 82.Document Delivery Systems
_______ 81.Services to Disabled
_______ 80.Specialty Positions
_______ 79.Internships/Job Exchanges
_______ 78.Recruitment-Selection
_______ 75.Staff Development
_______ 74.Fees for Services
_______ 73.External User Servs.
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* * *

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spec flyer
#148—October 1988
OMS
Systems and Procedures Exchange Center
ISSN 0160 3582

USER SURVEYS

Large academic libraries today are seeking ways to improve and measure the effectiveness of user services. Traditional collections and services co-exist with new methods of delivering information, which often involve direct electronic access by users. Questions arise concerning allocation of resources to new versus old services and the impact of these services on users. User surveys provide a unique information base librarians can use when making difficult decisions regarding new operating policies and integration of new services.

Of 70 members of the Association of Research Libraries (ARL) responding to a SPEC questionnaire in March 1988, 38 had conducted user surveys within the past four years. This flyer and kit, based these responses, focuses on helping administrators select useful methods of surveying for particular library concerns.

RATIONALE FOR SURVEYING. One way to ascertain what users need and the best method of offering it to them is to obtain from users themselves an assessment of current use of services, collections and space. Comparing that assessment to actual measurement of use through entrance counts, circulation counts, availability studies, registration of remote access users and other objective measures can result in better decision-making. Justifying changes in budget support for various services is easier when evaluative data are available.

Funding requests are more likely to be successful if it can be shown that users desire a service enhanced by technology.

Surveys offer users a chance to register their attitudes and perceptions regarding library services, including those not yet in place. Library staff can learn about the effect of current policies on library use, the level of user awareness of various services, and which services might be improved or promoted to gain support on campus. Funding requests for new technology are more likely to be successful if it can be shown that users desire and will use a service enhanced by such technology.

Surveys also can be vehicles for instructing users about services the library offers and what it could provide in the future. In turn, users can be asked to place a value on certain services, yielding information on which to base decisions on fee-based services. An up-to-date measurement of a high level of satisfaction with traditional library services may help to convince university administrators or state legislators of the need for continuing support in those areas while funding for new services is increased. A survey also makes non-administrative staff aware of users' opinions and evaluations of services they are providing, both negative and positive. Identification of problems, some of which may have fairly quick solutions (correcting widespread ignorance of certain commands in an online catalog for instance), can be used to set short-term achievable goals as well as aid in long-range planning.

SURVEY STRATEGY AND METHODS. Libraries tend to select a survey strategy by first determining what information is desired and then exploring who has that information. Common next steps include identifying an appropriate audience and locating staff with the competencies to undertake a survey project. Written questionnaires are by far the most popular form of surveying users, comprising nearly 89% of the surveys done by the 38 reporting libraries. Targets of most surveys are faculty, graduate students and undergraduate students, in fairly even frequencies. In half of the surveys, libraries attempted to achieve a random sampling of users or potential users. A random sample, however, is often a difficult representation to achieve because it involves a complicated methodology. In many cases, strictly random samples may not be necessary for libraries to achieve a high confidence level in survey results.

High response rates lend credibility to results. In analyzing libraries' surveys, high rates often are achieved with easy-to-answer forms of reasonable length. Carefully-written cover letters or oral statements that include a straightforward rationale for the survey also help libraries obtain high response rates. When contacting faculty, public relations factors may suggest that including all faculty in the survey, rather than a sample, will guarantee a better level of trust in the results and their implications.

Including all faculty in the survey, rather than a sample, will guarantee a better level of trust in the results.

Well-planned surveys promote the status of the library and librarians at an institution. However, the costs of printing and distributing a general survey, or the staff time involved in doing exit interviews, may limit the quantity and types of surveys that are conducted. A great deal of library staff time usually is expended in planning and implementing a survey and evaluating the results, even when outside help is available. Short, specifically targeted surveys with a limited

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objective can be very effective means of obtaining information to improve existing services, determine use patterns and/or frequencies, and plan new services, especially regarding use of new technologies.

CONSIDERATIONS FOR SUCCESSFUL SURVEYING. Seventy-nine percent (83) of the surveys studied were developed as new instruments, most often by a task force or committee. Designing an effective user or use survey that will yield reliable results, while leaving a positive or at least neutral impression on users, is a complex, time-consuming endeavor. When libraries decide to develop new survey forms, rather than replicate tested instruments, it's important to locate knowledgeable staff or to seek outside help regarding survey design and administration. Assistance from testing and measurement centers, institutional research divisions, or psychology departments on campus often is available, sometimes at no cost to the library.

Library administrators be prepared to deal with the data that a survey yields.

Clearly defining objectives is an obvious first step in a successful survey project. If a major objective is to establish a baseline of information to which future surveys can be compared, then it is important to examine all areas of service and decide which areas are most likely to need continuing assessment. A second consideration is that library administrators be prepared to deal with the data that a survey yields. Adjusting priorities, usually with budgetary implications, may be the only effective response to a problem area identified in a survey. For instance, if there is little or no probability that a branch library's hours can be expanded, then asking users to respond to a question on satisfaction with current hours is inappropriate and misleading. Conversely, if an expansion of library hours is being considered, then obtaining input from a user survey makes good sense.

Avoiding the temptation to throw in questions that are peripheral to the main objective results in a concise survey that is more likely to yield a high response rate. Sampling when possible cuts down on over-surveying a particular audience. Surveying depends on the good will of a library's users. Thus, especially with academic faculty, it is good public relations to publicize the results and show how the library is responding to the data that have been collected.

Testing the survey on a pilot group will help in identifying questions that may not need to be asked (for instance when a response is overwhelmingly positive), and will alert survey designers to questions or answer-choices that are ambiguous. A pilot test group also can suggest answer-choices to questions such as "What I like least about the library is...".

Finally, it is important to realize that most user surveys are testing *perceptions* of use and knowledge of the library, and that contrasting other quantitative measures of use with user surveys is a good approach to evaluating a library's effectiveness.

CURRENT TRENDS. Accumulating data for long-range planning, especially regarding the introduction of new electronic services, is a frequent theme among surveys. Assessment of the impact of new technology in libraries, particularly online catalogs, is reflected in over half of the surveys received in this study. A few surveys attempt to measure attitudes toward fee-based services. The main objective of the two use surveys included in the kit is to obtain data on the ultimate purpose for using particular library materials and services, as well to identify the funding sources of researchers. The data are then used to allocate costs to various activities and to calculate cost rates to various clientele, including government agencies.

The SPEC Kit on User Surveys (# 148, October 1988) contains a tally of information about 108 surveys done by 38 libraries, a sample document of policy guidelines for surveying, a sample document of a final report of a user needs task force, and 18 surveys used in ARL Libraries, arranged in four groups: general user surveys, user surveys with long-range planning emphasis, brief surveys targeted at specific services or groups, and use surveys.

* * *

This flyer/kit was prepared by Pamela Noyes Engelbrecht, Coordinator of Reference Services, Virginia Polytechnic Institute and State University, Blacksburg; and Mel Westerman, Associate Librarian, Pennsylvania State University Libraries, as part of the OMS Collaborative Research Writing Program.

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User Surveys
Kit #148
October 1988

SPEC SURVEY RESULTS 1

Totals for "Capsule Description" of surveys 3

Totals for "General Information" 4

GUIDELINES--REPORT 5

Libraries of Purdue University 7
    "Guidelines for Studies of the Libraries"

University Library, University of California, Santa Barbara 9
    Final Report, User Needs and Education Task Force

GENERAL USER SURVEYS 15

York University 17
    Developed new by a user services study team. Surveyed all faculty and graduate students, and a random sample of undergraduates. Helped library discover user attitudes and preferences and establish baseline data for future surveys.

Dartmouth College 21
    Surveyed faculty, students, and staff to improve services.

Kent State University 24
    Random sample of students. Emphasis on user attitudes toward and awareness of mutilation of library's collection; photocopy services. Used to determine use patterns and improve existing services.

Southern Illinois University at Carbondale 30
    Faculty survey and separate student survey. Faculty survey asks for ratings of various collections and services over past five years (improved or declined). Results helped library develop new operating policies and improve existing services. Also provided specific information to support funding requests.

USER SURVEYS -- EMPHASIS ON LONG-RANGE PLANNING 39

Stanford University Libraries 41
Developed new in library with some adaptation of the ACLS National Survey 1985. Stratified random sample of faculty and graduate students. Surveyed use and attitudes toward existing and future computer resources, and traditional library services.

Massachusetts Institute of Technology 50
Surveyed faculty regarding current library use and possible use of various library services if electronic access is offered.

University of California at Santa Barbara 54
Developed new by library's User Needs and Education Task Force. Surveyed faculty. Used to plan new services by determining use patterns and frequencies, user demographics, and attitudes toward future methods of delivering information.

Purdue University 62
Developed new by Libraries Futures Committee. Surveyed faculty regarding library instruction, assignments, requiring use of the library, and preferences for existing and future services a library can offer.

BRIEF TARGETED SURVEYS: SPECIFIC SERVICES -- GROUPS 75

University of Michigan 77
One-page survey on the shelf availability of books and journals in a branch library. Developed new by library school student on staff.

Texas A & M University 78
Two surveys of online catalog system, one for terminals without printers and one for terminals with printers. Results helped library improve online catalog terminals by discovering use and preferences of users of printers. Developed new by Reference/Catalog librarians.

Michigan State University 82
Survey of borrowers of lap-top computers for use in their library. Determined use patterns and user demographics to improve service. Developed by Circulation Librarian and Head of Access Services.

Ohio State University, Business Library 83
Surveyed undergraduate students' use of branch business library and attitudes toward consolidating the branch into an expanded main library. Developed by College of Business Library Committee.

Duke University 84
Survey of faculty to determine user preferences regarding use of library services and materials for research, and attitudes toward the possibility of a separate fee-based comprehensive information service for faculty. Developed new by Associate University Librarian.

BRIEF TARGETED SURVEYS: SPECIFIC SERVICES -- GROUPS (continued)

Stanford University, Johnson Library of Government Documents 86
Surveyed users of government documents library to determine use patterns and user attitudes. Developed by chief documents librarian.

University of Iowa, Health Sciences Library 87
Surveyed faculty regarding research areas, adequacy of the library's collection, and willingness to participate in selection decisions.

University of California at Irvine, (Planned) Science Library 89
Surveyed faculty, graduate students, and undergraduates to determine general use patterns and user attitudes in general, especially regarding preferences for space and service needs in planning a new library. Methodology and results included. Developed new by public services staff and architects.

USE SURVEYS 97

University of Michigan 99

1) Asked randomly selected faculty and primary research staff to maintain a record of library use for a one-week period. Results used to allocate costs to instruction, research and other activities, and to calculate indirect cost rates to be negotiated with a government agency.

2) Exit questionnaire on library materials and services used, and for what type of research these materials and services are ultimately used.

Washington University 112
Random sample exit questionnaire by interviewer to determine uses of library and ultimate purpose for use of library materials and services. Includes interviewer instructions. Developed new outside of library.

SELECTED READING LIST 117

SPEC SURVEY RESULTS

FILL OUT AND ATTACH TO EACH LIBRARY SURVEY

Library: Aggregate

CAPSULE DESCRIPTION

SURVEY NAME All Received

HOW DEVELOPED? (check phrase that best describes how survey was developed)

83 Developed new in library by: (position or department) ____
9 Replication or adaptation of survey conducted earlier by library
6 Developed new by consultant or other source outside library
7 Replication or adaptation of survey from a source outside library
3 Other (specify) ____

TARGET? (check as many as apply)

51 Faculty
44 Graduate Students
45 Undergraduate Students
26 Completely Random Sample of Above
24 Other (specify) ____

42 People in library buildings
16 People outside library buildings
7 Did not separate by location
8 Other (specify) ____

35 Users of a specific library service, material, or area
12 User group identified by other criteria (specify) ____

RESULTS HELPED LIBRARY: (check as many as apply)

34 Develop new operating policies
56 Develop long-range plans

41 Plan new services
71 Revise/improve existing services
11 Discontinue services

62 Determine use patterns and/or frequencies
22 Solve a particular problem: ____

37 Determine demographic composition of users
60 Discover user attitudes in general
39 Discover user preferences regarding: ____

11 Test research hypotheses
20 Establish base-line data for future user surveys
7 Gather comparative data related to previous surveys
12 Other (specify) ____

[part of SPEC Inquiry on User Surveys, 3/1/88]

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MARCH 1, 1988

USER SURVEYS
GENERAL INFORMATION QUESTIONNAIRE

RESPONDENT 70 TOTAL

LIBRARY/INSTITUTION ______

1. About how many user surveys has the library conducted over the past four years?
   - 32 None
   - 31 1 to 5
   - 5 6 to 10
   - 2 11 or more

2. Does the library have written policies, procedures, and/or guidelines related to the development, administration, and use of user surveys?
   - 1 Yes
   - ___ No

SEND COPIES OF MATERIALS

If the library has not conducted any user surveys and has no written materials, return this questionnaire at this point.

3. Regarding methods of survey administration, about how many surveys has the library conducted over the past four years via:

# OF SURVEYS	
96	Written forms
1	Electronic media
3	Telephone interviews
8	Personal interviews
-	Group settings
-	Other (specify)

4. Has the library ever had any experiences with user surveys that might be interesting to other libraries? Attach documents or describe briefly.

Mail this questionnaire, together with documents, surveys & attached capsule descriptions by APRIL 4, 1988:

Mr. Mel Westerman, Collaborative Research/Writer
E105 Pattee Library
Pennsylvania State University
University Park, PA 16802

Telephone: (814) 865-0669 (106 academic)

GUIDELINES - REPORT

THE LIBRARIES OF PURDUE UNIVERSITY
Administrative Memorandum AM 2-87 July 1987

GUIDELINES FOR STUDIES OF THE LIBRARIES

The Libraries of Purdue University welcome those who wish to study the operations and use of the system. As the libraries serve thousands of people daily, it is necessary that studies do not unnecessarily disrupt either patrons or staff. For this reason, the library administration must exercise some control of any study undertaken within the libraries. The following procedures will be used to insure that appropriate library staff members are informed about studies being made in the libraries and to help investigators collect needed data.

Preliminary Review

Prior to undertaking any study in the libraries, the potential investigator(s) will need to receive approval to conduct the study from the Administrative Committee of the Libraries. The Director may give approval if for some reason the Administrative Committee can not take action.

The following information should be submitted in writing in a concise manner to expedite the approval of the request:

Name of the principal investigator:
Names of other investigators if a team effort:
Phone numbers of all investigators:
Address of principle investigator if not local
Name of the group or agency for which the study is being made: (Course number, student organization, company, etc.)
Name of professor if study is for a course project:
Brief statement of the objective of the study:
Type of data required:
Proposed method of collecting data: (copies of survey instruments, if used.)
Work plan and timetable for the study:

Additional information may be requested by the Administrative Committee prior to approval.

Liaison for Approved Studies

At the time a study is approved, a library staff member will be appointed as Project Liaison. A staff member may volunteer for this job or the principal investigator may request a specific staff member. The Project Liaison will be responsible for maintaining contact with the investigator(s) during the study, for calling potential problems to the attention of investigator(s) and the Administrative Committee, for helping the investigator(s) make use of previous studies of related interest and providing a brief evaluation of the effect of the study on the operation of the libraries.

Conduct of the Study

Interviews

The Project Liaison must know about all interviews with library staff and in some cases may wish to arrange the interviews. When patrons are interviewed, they must be apprised of the reason for the interview and be agreeable to be interviewed.

Surveys

Prior to use, survey instruments and questionnaires must be approved by the Project Liaison who may also request the approval of the Administrative Committee.

Problems

During the project, problems relating to data collection, interviews, survey instruments, etc. may arise. The investigator(s) should consult with the Project Liaison to be sure that problems will not be an obstacle to completing the study.

Reports

When a project is completed, a written report detailing the findings of the study should be submitted to the Director of Libraries through the Project Liaison. In the case of class projects, a copy of the report submitted to fulfill the requirements of the course will be sufficient.

Questions

Questions regarding these guidelines and how to obtain approval to conduct studies in the libraries should be directed to the Director of Libraries, Room 271A, Stewart Center, Purdue University, West Lafayette, IN 47907.

USER NEEDS AND EDUCATION TASK FORCE

FINAL REPORT

Edward De Walt
Nan Djordjevic
Nancy Dubie
Eugene Graziano
Salvador Guerena
Dennis Hamilton
Ann Hefferman
Lynette Korenic, Chair
Laura Nanna

University Library
University of California
Santa Barbara, CA
Revised June 1986

EXECUTIVE SUMMARY

The Task Force was charged to investigate and consider four general areas of concern: the description of our present and future user population and the identification of its needs; the role and program configuration of user education in the future; methods for increasing user awareness of Library programs; user satisfaction with current services; and the identification of additional user services appropriate to the Library's role in the future.

The Task Force obtained data from several sources including surveys of both users and staff, statistics from Library department annual reports, literature, discussion and interviews.

The Library's primary users are the faculty and students of this campus. They have a variety of needs and operate within an environment of constant change which includes growing receptivity to computer technology, increasingly sophisticated research, and a steadily increasing student and faculty population. These, along with the University's effort to make UCSB a major research institution will place new and greater demands on the Library's resources and services.

The Task Force made some calculated assumptions about the future. Undergraduates will come to the University with greater academic skill and computer literacy than their predecessors, but will lack experience with academic libraries. Graduates will do research in narrow topics that will increasingly draw from multiple disciplines and they will rely on a variety of interdisciplinary resources; they will expect to make more intensive use of computer technology. Faculty too will do research that is increasingly interdisciplinary; they will also make greater use of computers. All of the Library's constituency will need additional assistance in accessing the growing quantity and variety of Library resources, both traditional and technological.

Though many users expressed satisfaction with the Library's services, others complained about the current situation, in particular about space, noise, slow response time and incompleteness of the MELVYL catalog, and the insufficient number of functioning copy machines. Others looked forward to an online catalog with all local holdings that are accessible from their offices or homes, remote access to circulation and other Library databases, and a document delivery system. A close examination of the data that the Task Force collected reveals weaknesses in both the relationship and in the interactions of the Library with its constituency. It indicates the need to develop a dynamic, coherent and carefully tailored program to make the constituency aware of Library services. It also reveals the need to redeploy staff and resources to support a revitalized and diversified program of user education. The staff must be reeducated to meet the needs of the user. The quality of the reeducation will be the greatest single factor in the success of new user services and on the users' image of the Library.

METHODOLOGY

The Task Force divided into subgroups to work on individual elements of the charge. Subgroup I worked on a description of our users, their needs, and their satisfaction with current services. Members of this subgroup were Nancy Dubie, Sal Guerena, Ann Hefferman, Lyn Korenic, and Laura Nanna. Their work involved administering a user and a staff survey, and interpreting the results of the statistical findings. Subgroup II, comprised of Ed De Walt and Dennis Hamilton, investigated user education and instructional activities. They interviewed many consultants on user education, performed a literature search, and compiled an extensive bibliography . Subgroup III, made up of Nan Djordjevic and Eugene Graziano, investigated user awareness. They examined the findings from the user and staff surveys and prepared an annotated list of Library publications.

The Task Force met weekly as a full group to discuss progress and to share information and findings. The subgroups also spent much time meeting individually throughout the project. Each subgroup prepared a draft of their section. Revisions were incorporated into the final report.

For the most part, the Task Force followed the methodology outlined in its action plan (Appendix I). Recognizing the vast amount of time needed to administer and analyze surveys, the Task Force carefully examined reports from other institutions involved in the Public Services Study to see if their survey results were worthwhile. This critique allowed the Task Force to avoid some pitfalls in questionnaire design (our surveys are appended). Most notably, the Task Force gained insight into linking questions and answers; it was careful to understand the intent of each question so that the response would provide relevant and useful information. The Task Force developed its relatively short questionnaire with the assistance of Dick Berk, Director of the Social Process Research Institute on campus. Dick Berk and his students later supplied the Task Force with data input and analysis.

The objectives of the user survey were as follows: 1) to identify purposes of Library use, 2) to determine frequency of Library use and causes of non-use, 3) to identify levels of importance of services to users, 4) to determine awareness levels of Library services, 5) to identify user satisfaction/dissatisfaction with present services and causes of ineffective service, 6) to identify needs for further guidance in library use, 7) to identify possible means for increasing user knowledge of Library resources and services, 8) to determine the users' perceptions as to the helpfulness and availability of staff in relation to meeting their information needs, 9) to identify areas for improvement in Library services, and 10) to determine use of and receptivity to developing technologies in academic and library environments.

The objectives of the staff survey were: 1) to identify staff perception of user awareness of resources and services, 2) to get suggestions for methods of increasing student and faculty awareness of information sources, 3) to determine staff training and awareness needs, 4) to identify user instruction needs, 5) to determine strengths and weaknesses of the current user education program, 6) to identify staff demand for improved technology and Library services, and 7) to identify changing user information needs.

After a careful examination of the survey questions by Dick Berk, the Public Services Study Team, and the Library administration, the Task Force conducted two pre-tests of the user surveys to resolve any problems with survey terminology, length, ambiguity, or layout. The faculty survey contained a slightly different set of questions than the graduate and undergraduate survey. Pre-tests were done using representatives from all three groups.

The surveys were modified and distributed to a random sample of 2805 users (Appendix II). Monetary incentives ($50) for the graduates and the undergraduates helped increase the survey response rate, as did survey reminders mailed to every participant.

The statistical data of the surveys were then coded (to save time this should have been incorporated into the design of the survey) and input into a microcomputer. Wendi Reed, a Sociology graduate student, then analyzed the raw data using the GAUSS statistical package. She supplied the Task Force with frequency counts (appended) as well as cross-tabulations for selected questions. The method for the staff survey was identical to the user survey. Almost 50% of the 196 staff surveys were returned.

It was then the job of the Task Force to present and interpret the survey data. Recognizing the heterogeneity of our users in terms of library use patterns, needs, demands, and awareness and satisfaction levels, the Task Force examined the constituency using a market segmentation approach. This approach helped the Task Force to determine and characterize what is distinctive about the information needs of each group and the way they use the Library.

GENERAL USER SURVEYS

UNIVERSITÉ
YORK
UNIVERSITY

No: 143

October 1986

LIBRARY SERVICES SURVEY

The York University Libraries are conducting a survey of the York Community regarding library services offered at York. The survey requires about 15 minutes to answer and is completely confidential. Only the survey number is recorded. Your cooperation and participation in completing this survey within the next few days would be much appreciated as it will enable us to review and revise these services in the light of your stated needs. Thank-you.

Ellen Hoffmann, Director of Libraries

---

1. **Which of the following categories describe your status at York University? Circle the status and indicate the department or programme or major as appropriate. If you have more than one status please indicate the status in which you make the MOST USE of the Libraries.**

01 Faculty
02 Specify MAIN department: ______________________
03 Graduate student
04 Specify programme: ______________________
05 Undergraduate student
06 Specify major: ______________________
07 Staff
08 Other please specify: ______________________

2. **Indicate your MAIN faculty affiliation. Please circle only ONE answer.**

01 Administrative Studies
02 Arts
03 Atkinson
04 Education
05 Environmental Studies
06 Fine Arts
07 Glendon
08 Law
09 Science
10 None of the above

3. **Are you?**

01 Full-time
02 Part-time
03 Not applicable

4. **How many years have you been affiliated with York University?**

01 Less than one year
02 1 through 4 years
03 5 or more years
04 Not applicable

5. **For EACH of the following libraries, or departments, please CIRCLE whether you USE these, and your degree of SATISFACTION with both the CIRCULATION and the REFERENCE services.**

	USE		SATISFACTION			
	Y = Yes N = No		1 = Very satisfied 2 = Satisfied 3 = Not satisfied 4 = No comment			
1) Leslie Frost Library						
Circulation services	Y	N	1	2	3	4
Reference services	Y	N	1	2	3	4
2) Government Documents Administrative Studies						
Circulation services	Y	N	1	2	3	4
Reference services	Y	N	1	2	3	4
3) Law Library						
Circulation services	Y	N	1	2	3	4
Reference services	Y	N	1	2	3	4
4) Steacie Science Library						
Circulation services	Y	N	1	2	3	4
Reference services	Y	N	1	2	3	4
5) Scott Library (General)						
Circulation services	Y	N	1	2	3	4
Reference services	Y	N	1	2	3	4
6) Listening Room						
Circulation services	Y	N	1	2	3	4
Reference services	Y	N	1	2	3	4
7) Map Library						
Circulation services	Y	N	1	2	3	4
Reference services	Y	N	1	2	3	4
8) Reserve						
Circulation services	Y	N	1	2	3	4
9) Archives						
Reference services	Y	N	1	2	3	4
10) Film Library						
Reference services	Y	N	1	2	3	4
11) Microtext						
Reference services	Y	N	1	2	3	4
12) Periodical Reading Room						
Reference services	Y	N	1	2	3	4
13) Rare Books/Special Collections						
Reference services	Y	N	1	2	3	4

continued ...

6. For EACH of the following services, please CIRCLE under each of the columns headed
UNDERSTAND = I know about, and know what this service means
USE = I use this service
SATISFACTION = I use the service and my level of satisfaction is...

	UNDERSTAND Y = Yes N = No		USE Y = Yes N = No		SATISFACTION 1 = Very satisfied 2 = Satisfied 3 = Not satisfied 4 = No comment			
Special circulation services								
1) Hold (Circulating items are held on request)	Y	N	Y	N	1	2	3	4
2) Recall (Circulating items are recalled and held on request)	Y	N	Y	N	1	2	3	4
3) Search (Staff searches for items not found by user)	Y	N	Y	N	1	2	3	4
4) Intercampus borrowing (Items are borrowed between libraries on York and Glendon campuses on request)	Y	N	Y	N	1	2	3	4
Library catalogues								
5) On microfiche	Y	N	Y	N	1	2	3	4
6) On the terminals	Y	N	Y	N	1	2	3	4
7) On Yorkline (Computer dial-in access to Libraries' catalogues)	Y	N	Y	N	1	2	3	4
Library tours								
8) General orientation	Y	N	Y	N	1	2	3	4
9) Course specific classes	Y	N	Y	N	1	2	3	4
Computerized literature searches								
10) Through ISR (Institute of Social Research)	Y	N	Y	N	1	2	3	4
11) By library staff	Y	N	Y	N	1	2	3	4
12) Yorklist (Author/title/subject printouts of the Libraries' holdings produced on request)	Y	N	Y	N	1	2	3	4
13) Brochures, handouts guides	Y	N	Y	N	1	2	3	4
14) Copies of examination questions	Y	N	Y	N	1	2	3	4
15) Interlibrary loan (Items not owned by York are borrowed from other libraries on request)	Y	N	Y	N	1	2	3	4
16) Inter-university borrowing (Faculty and post-graduate borrowing privileges with Ontario university libraries)	Y	N	Y	N	1	2	3	4
17) Microform readers	Y	N	Y	N	1	2	3	4
18) Microform printers	Y	N	Y	N	1	2	3	4
19) Number of photocopiers	Y	N	Y	N	1	2	3	4
20) Quality of photocopy	Y	N	Y	N	1	2	3	4

7. Should you wish to do so, please comment on your degree of satisfaction with any of the services listed in questions 5 or 6.

____
____
____
____
____
____

8. To whom do you make suggestions/complaints about library facilities or services? Please circle only ONE answer.

01 To library staff available
02 To the library administration
03 To a friend or colleague
04 To my professor or instructor
05 I use the Suggestion Box
06 I did not know I could make suggestions/complaints
07 I usually do not bother
08 Other please specify: ______________________
____

9. In your opinion, which of the following services would be HELPFUL to you in using the Libraries? Please circle ALL that apply.

01 Library staff giving course related tours/lectures in the library
02 General orientation tours of the library
03 Faculty/instructors describing library services in class
04 Library staff working with you in small groups on your particular projects
05 Students doing a library quiz developed by librarians and faculty/instructors
06 Written guides on how to use the library resources and services
07 I do not have an opinion on these services
08 Other please specify: ______________________
____

10. **When you USE the York University Libraries, which of the following do you NORMALLY do? Please circle ALL that apply.**

01 I do not use the Libraries
02 I look for library material in the library catalogues
03 I borrow or renew library materials
04 I use the photocopiers
05 I study and/or read my own and library books
06 I read current journals
07 I ask for assistance at a Reference desk
08 I use special facilities such as the Archives, Film Library, Listening Room, etc.
09 Other please specify: ____________________
____

11. **If you have difficulty in USING the Libraries, which of the following do you NORMALLY do? Please circle ALL that apply.**

01 I ask library staff for help
02 I look for a library brochure to help me
03 I ask a friend/colleague to help me
04 I give up and leave
05 I usually do not have difficulty
06 Other please specify: ____________________
____

12. **If you are unable to FIND the specific items you are looking for, which of the following do you NORMALLY do? Please circle ALL that apply.**

01 I ask the Circulation desk staff to look for the items for me — i.e. I place a SEARCH request
02 I check to see if another borrower has the item out on loan, and ask the Circulation desk staff to HOLD or RECALL it for me
03 I ask Reference desk staff to help me
04 I browse in the stacks until I find another title
05 I use what I have and hope that it is enough to complete my work
06 I talk to my professor/instructor about my problem
07 I go to Interlibrary Loan
08 I go to another library
09 I give up and leave
10 Other please specify: ____________________
____

13. If you NORMALLY do not ask for assistance, please indicate the reasons why? Please circle ALL that apply.

01 I do not normally need help
02 I did not believe library staff had the knowledge to help me
03 I did not know from whom or where to ask for help
04 I was too embarassed/uncomfortable to ask for help
05 I thought staff looked too busy to be interrupted
06 I could not find staff on duty when I needed help
07 Other please specify: ____________________
____

14. **If you REGULARLY wait in line for service, for which of the following services do you find it frustrating to wait? Please circle ALL that apply.**

01 I do not regularly wait in line
02 At circulation or reserve desks
03 At library catalogues on microfiche
04 At library catalogues on the terminals
05 At reference or information desks
06 To pay library fines
07 Other please specify: ____________________
____

15. **When there is a line-up for service, what do you NORMALLY do? Please circle ALL that apply.**

01 I do not mind waiting in line
02 I wait but find it frustrating
03 I go away and try again later
04 I give up
05 It depends on how much time I have
06 Other please specify: ____________________
____

16. **Under EACH of the Libraries listed please circle the number(s) for the facilities which you think should be improved.**

	Libraries				
Facilities	*Frost*	*GDAS**	*Law*	*Scott*	*Steacie*
1) Signs	01	07	13	19	25
2) Noise	02	08	14	20	26
3) Air/Heat	03	09	15	21	27
4) Lighting	04	10	16	22	28
5) Personal safety	05	11	17	23	29
6) Security for personal property of users	06	12	18	24	30

*Government Documents/Administrative Studies

continued ...

17. Should you wish to do so, please comment on any of the facilities listed in question 16.

____

____

____

____

____

18. In which of the following PUBLICATIONS do you prefer to get information on the York University Libraries. Please circle ALL that apply.

01 *Daily Bulletin*

02 York *Gazette*

03 *Excalibur*

04 Other student newspapers

05 *Manus*

06 *Library Memo*

07 Library informational handouts

08 York University Calendars

09 I do not have a preference

10 Other please specify: ______________________________

____

19. In what other places, or by what other means would you like to get information about the York University Libraries? Please circle ALL that you think the Libraries should investigate.

01 On bulletin boards in buildings other than the Libraries

02 On bulletin boards in the Libraries

03 On an electronic bulletin board through a computer

04 On Radio York— CJRY

05 Via pre-recorded telephone messages about library services

06 Other please specify: ______________________________

____

20. If you REGULARLY use non-York University Libraries, which of the following do you use? Please circle ALL that apply.

01 I do not regularly use libraries other than the York University Libraries

02 I use other libraries, reading rooms or resource centres located on the York or Glendon campus. (i.e. Education Centre, Student Affairs Resource Centre, etc.)

03 I use the University of Toronto libraries

04 I use public libraries

05 I use the library at my place of work

06 Other please specify: ______________________________

____

21. If you REGULARLY use non-York University Libraries, indicate the reasons why? Please circle ALL that apply.

01 I require books which York does not own

02 I require journals which York does not own

03 I use books and journals which York owns but which are not available at York when I need them

04 I find it faster to go directly to another library rather than rely on York to get for me the books or journals I need.

05 I like a change of place to study, read etc.

06 I prefer the physical environment (lighting, heat noise levels etc.) in these libraries

07 These libraries are more convenient to where I live or work

22. If there are other reasons not listed above why you use other libraries, or should you wish to describe in more detail the reasons, please comment below.

____

____

____

____

____

23. Please include here any other comments you would like to make regarding the York University Libraries and their services.

____

____

____

____

____

____

____

Thank-You

Dartmouth College Library HANOVER · NEW HAMPSHIRE · 03755

Library Survey
H.B. 6025
June 3, 1987

Dear Dartmouth Community,

The Dartmouth College Library is carrying out an extensive study of our services to Dartmouth students, faculty, and staff. As part of that study, we want your opinions about the library services you use, what you think of them, and what you would like us to do to improve service to you.

Attached to this letter is a 14 question survey. It will only take a few moments to check your responses. When the survey is completed, you need only refold it with the back of the second sheet facing out, and place in Campus Mail. The reply is anonymous.

We know this is a busy time of year, but we hope that the opportunity to influence Library services and policies will make it worth your time to reply.

In addition, we welcome your suggestions at any time--by note, phone, comment to Library staff, or via the Vox Box.

Thank you for helping us help you,

Gregory Finnegan, Baker Reference
Richard Blair, Catalog Maintenance
Jon Brown, Feldberg Library
John Bundy, Dana Library
Patsy Carter, Baker Interlibrary Loan
Bill Fontaine, Baker Reference
Angie Turgeon, Baker Circulation

Library Survey Questions

1. Please check the categories which apply to you.

Undergraduate:
Freshman___
Sophomore___
Junior___
Senior___

Graduate Student___
Faculty___
Staff
AP I ___
AP II___

Dept. / School / Major:
____

2. Which libraries have you used in the last year? CHECK ALL THAT APPLY

Baker___ (Hum./Soc. Sci.)	Cook____ (Math.)	Dana____ (Bio.-Med.)	Feldberg___ (Bus.-Eng.)
Kresge___ (Phys.Sci.)	Paddock___ (Music)	Sanborn___ (English)	Sherman___ (Art)

None___ IF YOU CHECKED "NONE", PROCEED TO QUESTION 14.

Please answer all remaining questions for the library you use most often:
(Please indicate the library you use most often ____________________)

3. How often do you use that library?
daily____weekly___ monthly____ once a term or less___

4. How satisfied are you with the following library services?
(0=don't use; 1=very satisfied; 5=not at all satisfied)

borrowing/returning books	0___1___ 2___ 3___4___ 5___
finding materials in the stacks	0___1___ 2___ 3___4___ 5___
signs and directional aids to offices and services	0___1___ 2___ 3___4___ 5___
Online Catalog	0___1___ 2___ 3___4___ 5___
Card Catalog	0___1___ 2___ 3 ___4 ___5___
materials for your research needs	0___1___ 2___ 3___4___ 5___
Reference books	0___ 1___2___ 3 ___4 ___5___
Answers to reference questions	0___ 1___2___ 3 ___4 ___5___
Online bibliographic searches	0___ 1___2___ 3 ___4 ___5___
Government documents	0___ 1___2___ 3 ___4 ___5___
Microfilm/microfiche materials	0___ 1___2___ 3 ___4 ___5___
Map Room	0___ 1___2___ 3 ___4 ___5___
Serials Reading Room	0___ 1___2___ 3 ___4 ___5___
Special Collections	0___ 1___2___ 3 ___4 ___5___
Interlibrary loan of books or articles	0___ 1___2___ 3 ___4 ___5___
Photocopiers	0___ 1___2___ 3 ___4 ___5___
Reserve Reading	0___ 1___2___ 3 ___4 ___5___
Study space	0___ 1___2___ 3 ___4 ___5___
Macintoshes and Avatars	0___ 1___2___ 3 ___4 ___5___
Other (please specify)________________	0___ 1___2___ 3 ___4 ___5___

5. Are there times when you would use facilities or services when they are not now available? (be specific)________________________

6. Please rate your methods for finding information (facts/articles/books).

(0=don't use; 1=very satisfied; 5=not at all satisfied)

Course bibliographies 0___ 1___ 2___ 3___ 4___ 5___

Footnotes and bibliographies in books or articles 0___ 1___ 2___ 3___4___ 5___

Database searches done by Librarians 0___ 1___ 2___ 3___ 4___ 5___

Database searches done by yourself 0___ 1___ 2___ 3___ 4___ 5___

Your own knowledge of indexes in your field of study 0___ 1___ 2___ 3___ 4___ 5___

Online Catalog 0___ 1___ 2___ 3___ 4___ 5___

Card Catalog 0___ 1___ 2___ 3___ 4___ 5___

Reserve Reading materials 0___ 1___ 2___ 3___ 4___ 5___

Stack browsing 0___ 1___ 2___ 3___ 4___ 5___

Reference Librarians 0___ 1___ 2___ 3___ 4___ 5___

Library newsletters or acquistions lists 0___ 1___ 2___ 3___ 4___ 5___

Library displays of items 0___ 1___ 2___ 3___ 4___ 5___

Classroom presentations by Librarians 0___ 1___ 2___ 3___ 4___ 5___

Suggestions from a professor 0___ 1___ 2___ 3___ 4___ 5___

Suggestions from colleagues/other students 0___ 1___ 2___ 3___ 4___ 5___

Other (please specify)__________________ 0___ 1___ 2___ 3___ 4___ 5___

7. How often do you use the Online Catalog?

daily____ weekly___ monthly____ never___

8. Would you like Online Catalog training courses? YES NO

9. How satisfied have you been with the Online Catalog?

(1=very satisfied; 5=not at all satisfied)

How do you rate response time? 1___ 2___ 3___ 4___ 5___
How do you rate ease of use? 1___ 2___ 3___ 4___ 5___
How do you rate effectiveness? 1___ 2___ 3___ 4___ 5___

10. Do you search the Online Catalog from your personal computer? YES NO

11. Which do you prefer ? Online Catalog___ Card Catalog___

12. Why?____

13. How do you rate the Library in meeting your information needs?

very satisfied 1___ 2___ 3___ 4___ 5___ not at all satisfied

14. If you could change or add ONE thing in the Library, what would it be?

Kent
STATE UNIVERSITY
Kent Ohio 44242-0001

Applied Psychology Center
(216) 672-2003

October 15, 1986

Dear KSU Student:

The University Library is continually trying to improve its service to faculty, students, and the public. The attached survey is designed to assess the opinions students have about several aspects of the Library, including its collection, staff, and services. We hope to identify areas in which the Library is doing well and those in which it needs improvement. Responses are anonymous so that confidentiality can be assured.

Please complete the attached survey form and return it to the Applied Psychology Center, 315 Kent Hall, which is conducting the survey in cooperation with the Library. This may be easily accomplished by mailing the completed survey in the self-addressed envelope provided. Please return the survey by November 1, if at all possible, so that we can include your response in our analysis.

Thank you very much for your cooperation in this project. Your response will help in improving the Library at Kent State University.

Yours truly,

Roy Lilly

Dr. Donald Tolliver
Director,
Library & Learning Resources

Dr. Roy Lilly
Professor, Psychology
Project Director

pj

Enclosure

Library Survey

For most items, simply check the alternative that best describes you or your opinion.

1. What level student are you?
   ______ a) Freshman
   ______ b) Sophomore
   ______ c) Junior
   ______ d) Senior
   ______ e) Graduate, special
   ______ f) Graduate, masters
   ______ g) Graduate, doctoral

1a. How many credit hours are you taking?
   ______ a) 6 or less
   ______ b) 7-11
   ______ c) 12 or more

2. What is your major or intended major? ______________________________

3. What is your approximate GPA at Kent State? ______________________

4. About how many term papers or other major research papers have you written at KSU? ____________

5. Approximately how many hours per week do you use the KSU Main Library?
   ______ a) 15 or more/week
   ______ b) 10-14/week
   ______ c) 4-9/week
   ______ d) 1-3/week
   ______ e) 1-4/month
   ______ f) less than once/month

6. Approximately what percentage of the time do you study or use your own materials when you are at the Library?
   ______ a) 0-25%
   ______ b) 26-50%
   ______ c) 51-75%
   ______ d) 76-100%

7. With respect to books in your field of study, how would you describe the Library's holdings?
   ______ a) Extensive
   ______ b) More than adequate
   ______ c) Adequate
   ______ d) Less than adequate
   ______ e) Very limited
   ______ f) No opinion

8. With respect to periodicals (magazines) in your field of study, how would you describe the Library's holdings?
   ______ a) Extensive
   ______ b) More than adequate
   ______ c) Adequate
   ______ d) Less than adequate
   ______ e) Very limited
   ______ f) No opinion

9. How many times have you found an article you needed in a periodical (magazine) had been removed (torn out)?
    ______ a) Never
    ______ b) Once or twice
    ______ c) 3-5 times
    ______ d) 6 or more times

10. Have you ever torn or cut an article out of a periodical (magazine) from any library?
    ______ a) Never considered it
    ______ b) Considered it but didn't
    ______ c) Once or twice
    ______ d) Three or four times
    ______ e) Five or more times

11. Have you ever torn or cut an article out of a periodical (magazine) in the KSU Library?
    ______ a) Never considered it
    ______ b) Considered it but didn't
    ______ c) Once or twice
    ______ d) Three or four times
    ______ e) Five or more times

In your experience with the KSU Library, what is the frequency associated with the following events? (Check one space for each item.)

	Almost Always	Often	Seldom	Virtually Never
12. Book needed is in KSU Library	____	____	____	____
13. Book needed is located	____	____	____	____
14. Time needed to locate book is excessive	____	____	____	____
15. Periodical needed is in KSU Library	____	____	____	____
16. Periodical needed is located	____	____	____	____
17. Time needed to locate periodical is excessive	____	____	____	____

18. If you saw someone tearing or cutting an article out of a periodical (magazine), what would you probably do?
    ______ a) Ask them to stop
    ______ b) Report it
    ______ c) Nothing

19. Have you ever removed library material, such as a book or periodical (magazine), from the Library without checking it out?
______ a) Never
______ b) Once or twice
______ c) Three or four times
______ d) Five or more times

20. How easy do you think it would be to tear or cut an article out of a periodical (magazine) without being caught?
______ a) Very easy
______ b) Easy
______ c) Difficult
______ d) Very difficult

21. Are the security guards in the Library effective in deterring students from removing (tearing out) articles from periodicals (magazines)?
______ a) Definitely yes
______ b) Probably yes
______ c) Probably no
______ d) Definitely no

22. Do you believe that tearing or cutting an article out of a periodical (magazine) is morally wrong?
______ a) Definitely yes
______ b) Probably yes
______ c) Probably no
______ d) Definitely no

23. How long would it take the Library to replace an article torn or cut out of a periodical (magazine)?
______ a) A week or less
______ b) Two or three weeks
______ c) One month
______ d) Two months
______ e) Three to six months
______ f) More than six months
______ g) Probably never

23a. What is the average cost for the Library to replace a periodical (magazine) issue?
______ a) $5 or less
______ b) $6 to $10
______ c) $11 to $25
______ d) $26 or more

24. In your opinion, what should be the penalty for mutilating periodicals (magazines)?
______ a) None
______ b) Replacement cost
______ c) Fine
______ d) Fine plus replacement cost
______ e) Dismissal from school
______ f) Legal prosecution

25. How often do you use the copy machines in the Library?
    ______ a) Very often
    ______ b) Often
    ______ c) Seldom
    ______ d) Almost never
    ______ e) Never

Please indicate your degree of agreement with the following statements regarding the copy machines in the Library. (Check one space for each statement.)

Copy Machines	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
26. Take too long to use.	____	____	____	____	____
27. Are usually unavailable because other people are using them.	____	____	____	____	____
28. Are conveniently located.	____	____	____	____	____
29. Are usually not working.	____	____	____	____	____
30. Make good quality copies.	____	____	____	____	____
31. Are too expensive.	____	____	____	____	____
32. No change machine is available.	____	____	____	____	____
33. The VendaCard system is a good idea.	____	____	____	____	____

34. How many times have you been unfairly treated by the KSU Library -- such as being charged for a book that you did not check out?
    ______ a) Never
    ______ b) Once or twice
    ______ c) Three or four times
    ______ d) Five or more times

35. In general, how would you describe the Library staff?
    ______ a) Very helpful
    ______ b) Helpful
    ______ c) Unhelpful
    ______ d) Very unhelpful

36. How would you rate the overall performance/service of the Library?
______ a) Excellent
______ b) Very good
______ c) Good
______ d) Fair
______ e) Poor
______ f) Very poor

Please feel free to make any general comments regarding the KSU Library that you wish:

Southern Illinois University at Carbondale

Faculty survey

QUALITY OF COLLECTIONS, SERVICES, STAFF, AND FACILITIES
MORRIS LIBRARY
February 1985

Library Services of Morris Library encompasses the general library collection and the staff in the five public services divisions. These divisions are Humanities, Social Studies, Education & Psychology, Science, and the Undergraduate Library. Five other departments in Library Services order, catalog, process, preserve and circulate the collection.

Please help us evaluate our collections, services, staff and facilities by darkening the circle on the green answer sheet that corresponds to the answer which best represents your opinion. USE A NO. 2 LEAD PENCIL. After you have completed all of the items, return the entire packet to us in the LARGE blue campus envelope. Your answers cannot be identified; they are strictly confidential.

Based upon your own experience, rate the following aspects of Morris Library.

A. Excellent
B. More than Adequate
C. Adequate
D. Less than Adequate
E. Poor
F. No Basis for Evaluation

1. Library book collection for undergraduate teaching
2. Library book collection for graduate teaching and research
3. Library journal and periodical collection for undergraduate teaching
4. Library journal and periodical collection for graduate teaching and research
5. Library microfilm/microfiche collection
6. Microfilm/microfiche readers and printers
7. Services provided by library staff
8. Interlibrary loan services (obtaining material from other libraries)
9. Library building and facilities
10. Image of the library and its services on campus

We would like to know if Morris Library has changed over the years. Please rate the following aspects by darkening the circle on the green answer sheet which corresponds to the answer that best represents your impressions. Based on your own experiences and needs as a teacher and/or a researcher, have the following aspects of Morris Library

A. Improved Greatly
B. Improved Somewhat
C. Remained the Same
D. Declined Somewhat
E. Declined Greatly
F. No Basis for Evaluation

over the past five years (or since you arrived on campus if after 1980)?

11. Library book collection for undergraduate teaching

12. Library book collection for graduate teaching and research

13. Journal and periodical collection for undergraduate teaching

14. Journal and periodical collection for graduate teaching and research

15. Phonograph record collection

16. Materials in Instructional Materials Center (IMC)

17. Map collection

18. Indexes to journal and periodical articles

19. Promptness in ordering and processing new or replacement materials for collectio

20. Promptness of re-shelving materials

21. Currency and ease of use of the card catalogs

22. Locating lost books by library staff.

23. Usefulness of LCS (Library Computer System) terminals to identify material in Morris Library and other Illinois libraries

24. Circulation procedures for checking-out and checking-in materials

25. Accuracy of circulation information regarding materials charged to you

26. Interlibrary loan service (obtaining material from other libraries)

27. Reference librarian service during the week

28. Reference librarian service in the evenings

29. Reference librarian service on weekends

A. Improved Greatly
B. Improved Somewhat
C. Remained the Same
D. Declined Somewhat
E. Declined Greatly
F. No Basis for Evaluation

over the past five years (or since you arrived on campus if after 1980)?

30. Online bibliographic computer search service to obtain detailed subject bibliographies

31. Reserve Reading Room operation

32. Adequacy of microfilm and microfiche readers

33. Adequacy of microfilm and microfiche copying at Circulation Desk

34. Adequacy of photocopying machines throughout library

35. Library tours

36. Presentations/lectures by librarians to your classes

37. Usefulness of informational brochures about the library

38. Physical condition of the library collection relating to materials being properly bound and repaired

39. Environmental conditions of the library relating to temperature

40. Conditions of the library relating to maintenance and cleanliness

41. Library hours during the week

42. Library hours on weekends

43. Seating for library users

44. Image of the library and its services on campus

45. What is your faculty rank?

A. Instructor
B. Assistant Professor
C. Associate Professor
D. Professor
E. Other

46. When were you first appointed to the faculty at SIUC?

A. Before 1965
B. 1965-1970
C. 1971-1975
D. 1976-1980
E. 1981-1985

47. What percentage of your time in a typical semester is devoted to teaching?

A. 0% - 25%
B. 26% - 50%
C. 51% - 75%
D. 76% - 100%

48. What percentage of your time in a typical semester is devoted to research?

A. 0% - 25%
B. 26% - 50%
C. 51% - 75%
D. 76% - 100%

49. On an average, how many times per month do you use Morris Library?

A. Less than 3
B. 4 - 6
C. 7 - 9
D. 10 - 12
E. 13 or more

In the area labelled 'SPECIAL CODES' in the left lower part of the answer sheet using columns 'J' and 'L' on the answer sheet, please darken the circle corresponding to your college/school.

01 Agriculture
02 Business and Administration
03 Communications and Fine Arts
04 Education
05 Engineering and Technology
06 Human Resources
07 Law
08 Liberal Arts
09 Library Affairs
10 Medicine
11 Science
12 Technical Careers
13 Other (please specify ______________

Do you have any additional comments regarding the following areas?

Library book collection:

Library journal and periodical collection:

Library microfilm/microfiche collection and reader/printer equipment:

Services provided by library staff:

Library building and facilities:

Overall, what aspects of the library have experienced major improvement or decline and how have these changes influenced your teaching and/or research?

Any other comments?

Thank you for your participation in this important study.

Southern Illinois University at Carbondale

Student survey

QUALITY OF COLLECTIONS, SERVICES, STAFF, AND FACILITIES
LIBRARY AFFAIRS
Undergraduate and Graduate Student Survey
March 1985

Please share your opinions about the library collections, services, staff, and facilities by darkening the circles on the green answer sheet that correspond to the answers which best represent your opinions. USE A #2 LEAD PENCIL. Please write any additional comments directly on the questionnaire, not on the answer sheet. After you have completed the questionnaire, place the entire packet in the blue envelope and drop it into one of the maroon and white mailboxes on campus OR drop it into the mailbox of any office on campus.

Based upon your own experience, rate the following aspects of Morris Library.

A. Excellent	C. Adequate	E. Poor
B. More than adequate	D. Less than adequate	F. No basis for evaluation

1. Library book collection
2. Journal and periodical collection
3. Phonograph record collection
4. Map collection
5. Indexes to journal and periodical articles
6. Promptness of re-shelving materials
7. Currency and ease of use of the card catalogs
8. Locating lost books by library staff
9. Usefulness of LCS (Library Computer System) terminals to identify material in Morris Library and other Illinois libraries
10. Circulation procedures for checking-out and checking-in materials
11. Accuracy of circulation information regarding materials charged to you
12. Interlibrary loan service (obtaining material from other libraries)
13. Reference librarian service during the week, daytime
14. Reference librarian service in the evenings
15. Reference librarian service on weekends
16. Online bibliographic computer search service to obtain detailed subject bibliographies

A. Excellent
B. More than adequate
C. Adequate
D. Less than adequate
E. Poor
F. No basis for evaluation

17. Reserve Reading Room operation

18. Adequacy of microfilm and microfiche readers

19. Adequacy of microfilm and microfiche copying at Circulation Desk

20. Adequacy of photocopying machines throughout the library

21. Tours by librarians

22. Presentations/lectures by librarians to your classes

23. Usefulness of informational brochures about the library

24. Physical condition of the library collection relating to materials being properly bound and repaired

25. Environmental conditions of the library relating to temperature

26. Condition of the library relating to maintenance and cleanliness

27. Library hours during the week

28. Library hours on weekends

29. Seating for library users

30. Image of the library and its services on campus

31. Self Instruction Center materials

32. Self Instruction Center equipment

33. Self Instruction Center staff

34. Self Instruction Center hours during semester

35. Self Instruction Center hours during break

36. Student Media Design Laboratory

37. Self Instruction Center typewriters

38. Lawson Hall projection, sound systems, recordings

39. What is your present status?

A. freshman
B. sophomore
C. junior
D. senior
E. graduate
F. medical school
G. law school
H. other________________________

40. How long have you been a student at SIU-C?

A. less than one year
B. 1 - 2 years
C. 3 - 4 years
D. 5 - 6 years
E. more than 6 years

41. Do you live

A. On campus
B. Off campus, in Carbondale
C. Off campus, outside Carbondale

42. Are you

A. Full-time student
B. Part-time student

43. On an average, how many times per month do you use Morris Library?

A. Less than 3
B. 4-6
C. 7-9
D. 10-12
E. 13 or more

44. On an average, how many times per month do you use the Self Instruction Center?

A. Less than 3
B. 4-6
C. 7-9
D. 10-12
E. 13 or more

In the area labelled SPECIAL CODES in the left lower part of the answer sheet, using columns J and K on the answer sheet, please darken the circle corresponding to the college/school in which you are majoring.

01 Agriculture
02 Business and Administration
03 Communications and Fine Arts
04 Education
05 Engineering and Technology
06 Human Resources
07 Liberal Arts
08 Science
09 Technical Careers
10 Undeclared
11 Law
12 Medicine
13 Other (please specify)______________

Graduate students often have special research needs; therefore, items #45 and #46 are to be answered by GRADUATE STUDENTS ONLY. If you are not a graduate student, skip items 45 and 46.

45. How adequate are the book and journal collections for your research?

A. Excellent
B. More than adequate
C. Adequate
D. Less than adequate
E. Poor
F. No basis for evaluation

46. How would you rate the support given by librarians for your research?

A. Excellent
B. More than adequate
C. Adequate
D. Less than adequate
E. Poor
F. No basis for evaluation

Answer the following questions in the space provided on this form:

47. During the time that you have been a student at SIU-C, what aspects of the library have changed for the better?

48. During the time that you have been a student at SIU-C, what aspects of the library have changed for the worse?

49. Please share any comments you may have on the following areas:

Library book collections

Library journal and periodical collections

Services provided by library staff

The Self Instruction Center

Lawson Hall

Library microfilm/microfiche collections and reader/printer equipment

Special Collections materials and services

Please put the questionnaire and answer sheet into the large blue envelope and return it through campus mail.

We greatly appreciate your assistance in this evaluation of Library Affairs.

USER SURVEYS –

EMPHASIS ON LONG-RANGE PLANNING

ACCESS Survey of Stanford Scholars

Instructions: Please circle the numerical code next to the most appropriate answer. If certain questions do not pertain to your situation, please check "not applicable" or write in NA.

I. COMPUTER RESOURCES AND USE

1. What is your skill level in each of the following?

	Excellent	Good	Fair	Poor	None
Touch typing	1	2	3	4	5
Wordprocessing (on computer)	1	2	3	4	5
Computer programming (any language)	1	2	3	4	5
Using statistical software for data analysis (e.g., SAS,SPSS)	1	2	3	4	5

2. What types of computers do you (or your research assistant) have available to you? Which do you use?

	Available to you?		Do you use?	
	Yes	No	Yes	No
Mainframe central computer	1	2	1	2
Minicomputer (e.g., VAX)	1	2	1	2
Microcomputer (e.g.,PC, Mac, etc.)	1	2	1	2

3. Where do you use computers for your work?

	Yes	No
1. At home?	1	2
2. At office?	1	2
3. At laboratory?	1	2
4. At department?	1	2
5. At one or more libraries?	1	2
6. At a computer center (e.g., LOTS, ITS)	1	2
7. other(specify)__________	1	2

4. Do you use any mainframe computer outside of Stanford?

1. yes
2. no

5. How many hours per week do you spend using any computer in your professional, academic, and research activities?

1. ____________hours (please insert number of hours per week)

6. If you (or your research assistant) do not use a computer, excluding SOCRATES terminals, do you have any plans to use one?

1. No
2. Yes, intend to use this academic year
3. Yes, intend to begin use in near future
4. Not sure

7. If you (or your research assistant) do not use a computer, excluding SOCRATES terminals, what reasons best describe why you do not use a computer?

1. I do not feel it would be of any great use to me
2. It is more trouble than it is worth
3. I do not have access to a computer
4. I find computers intimidating
5. I find computers dehumanizing
6. Others (please describe):

8. If you use a computer, how valuable have been each of the following? (please rate on a five-point scale where "0" = Don't use or do, "1" = highest value, and "5" = lowest value)

Using SOCRATES on-line catalog	0	1	2	3	4	5
Accessing databases via online networks (incl. bibliographic databases)	0	1	2	3	4	5
Electronic mail to communicate with others outside Stanford	0	1	2	3	4	5
Electronic mail at Stanford	0	1	2	3	4	5
Compiling a bibliography or index	0	1	2	3	4	5
Keeping note files for teaching, research, or other activities.	0	1	2	3	4	5
Preparing a concordance, dictionary, thesaurus, critical edition, editing a collection of letters	0	1	2	3	4	5
Theme, text, semantic, or foreign language analysis	0	1	2	3	4	5

Statistical and other analysis of data	0	1	2	3	4	5
Computer-assisted instruction (e.g., software for interactive learning)	0	1	2	3	4	5
Preparing tests and course assignments	0	1	2	3	4	5
Preparing charts, diagrams, models, graphics, or simulations	0	1	2	3	4	5
Other (please specify) ____________________	0	1	2	3	4	5

9. Have you ever used the consulting services of IRIS (Instruction and Research Information Systems)?

    1. Yes
    2. No

10. Have you ever used the consulting services of ITS (Information Technology Services)?

    1. Yes
    2. No

11. What kind of consultation did you have?

    1. Advice on purchase of computer system, peripheral or software
    2. Information on use of particular computer system, software, etc.
    3. Assistance in solving computer-related problem
    4. Other (please specify)_______________

12. Have you ever taken computing courses from IRIS or ITS?

    1. Yes
    2. No

13. FOLIO, a set of informational files available on-line, includes the Libraries' on-line catalog SOCRATES and others such as Odyssey, Off-Campus Housing, Faculty Interests, etc. Excluding SOCRATES, how useful do you find these files?

    1. Cannot say, I have never used
    2. Very useful
    3. Useful
    4. Unsure
    5. Not particularly useful

14. Have you ever written or are you now writing a computer program for use in your

Classes? 1. yes
2. no

Research? 1. yes
2. no

15. What are the three biggest problems in using computers at Stanford? (circle no more than three items)

1. No particular problems(s)
2. Inadequate funds for computing
3. Inadequate access to a terminal or computer
4. Inadequate computer storage capacity
5. Lack of particular software
6. Poor maintenance of hardware
7. Inadequate computer consulting
8. Printers are poorly located or of poor quality
9. Inadequate training facilities or courses
10. Networking difficulties within Stanford
11. Other (please specify)__________

16. If you use any computer(s) in your research or writing, please estimate how this has improved or impaired your work (omit any statements that do not apply):

Effect on:	Greatly improved	Improved	Little or no effect	Actually impaired
My research productivity	1	2	3	4
The kinds of problems I study	1	2	3	4
My creativity & imagination in examining my data and resources in new ways	1	2	3	4
The overall quality of my research-in-progress	1	2	3	4
The overall quality of the results of my research	1	2	3	4
The quality of my writing	1	2	3	4
The quality of my teaching	1	2	3	4
My enjoyment of scholarly work	1	2	3	4

17. How much experience in using computers did you have before coming to Stanford as a faculty member or graduate student?

1. Great deal
2. Some
3. A little
4 None

18. All things considered, do you think computers will have a positive, negative, or neutral effect on the state of your primary discipline in the next five years?

    1. Very positive
    2. Positive
    3. Neutral
    4. Negative
    5. Not sure

19. All things considered, do you think computers will have a positive, negative, or neutral effect on the way your discipline is taught in the next five years?

    1. Very positive
    2. Positive
    3. Neutral
    4. Negative
    5. Not sure

20. All things considered, how important are computers in your work?

    1. Essential or integral
    2. Very important
    3. Important, but just one tool among others
    4. Of marginal utility
    5. Irrelevant

II. LIBRARY RESOURCES

1. Please rate the adequacy of the Stanford libraries' holdings using a five-point scale. ("0" = No opinion, "1" = Excellent, "2" = Very Good, "3" = Good, "4" = Fair, "5" = Poor)

Journals for:						
-my specialized research needs	0	1	2	3	4	5
-my teaching preparation needs	0	1	2	3	4	5
-student needs (including term papers)	0	1	2	3	4	5
Books for:						
-my research needs	0	1	2	3	4	5
-teaching preparation needs	0	1	2	3	4	5
-student needs(including term papers)	0	1	2	3	4	5
Newspapers (current & historical)	0	1	2	3	4	5

Printed reference sources (including indexes,abstracts,directories, etc.)	0	1	2	3	4	5
Manuscripts	0	1	2	3	4	5
Traditional flat map and other cartographic materials	0	1	2	3	4	5
Non-print materials (including films, recordings, photographs,etc.)	0	1	2	3	4	5
Applications software	0	1	2	3	4	5
Machine-readable data files on magnetic tape	0	1	2	3	4	5
Non-standard printed materials (i.e., technical reports, pre-prints, working papers, etc.)	0	1	2	3	4	5

2. Please rate the adequacy of the Stanford Libraries' services and facilities using a five-point scale. ("0" = No opinion, "1"= Excellent, "2" = Very good, "3" = Good, "4" = Fair, "5" = Poor)

Meeting my needs through interlibrary borrowing	0	1	2	3	4	5
Microfilm and microfiche readers	0	1	2	3	4	5
Reference librarians' assistance	0	1	2	3	4	5
Gaining access to SOCRATES	0	1	2	3	4	5
Getting the information I want once I am into SOCRATES	0	1	2	3	4	5
Reading areas, studies, carrels	0	1	2	3	4	5
Loan procedures (filling out cards,etc.)	0	1	2	3	4	5

3. How important to you are the following methods of obtaining information? (Please rate the importance by using a four-point scale.)"0" = Do not use, "1" = Very Important or crucial, "2" = Important, "3" = Somewhat important, "4" = Not important

Library card catalogue	0	1	2	3	4

Consulting colleagues (face-to-face or by written correspondence)	0	1	2	3	4
Electronic mail (BITNET, etc.)	0	1	2	3	4
My own books & journals	0	1	2	3	4
Consulting a librarian	0	1	2	3	4
Browsing library stacks	0	1	2	3	4
Printed indexes & abstracts	0	1	2	3	4
Other printed library reference tools (subject or national bibliographies, directories, handbooks, etc.)	0	1	2	3	4
SOCRATES online catalog	0	1	2	3	4
Online bibliographic or numeric databases	0	1	2	3	4
Citations or references in books and journals	0	1	2	3	4

4. How often do you make use of SOCRATES, the online catalog?

   1. Frequently
   2. Sometimes
   3. Seldom
   4. Never

5. From what location do you mainly use SOCRATES?

   1. At one of the libraries
   2. At my office or department
   3. At home
   4. Other (please specify)_________

6. Have you ever taken SOCRATES workshop or tutorial?

   1. Yes
   2. No
   3. No, but would like more information

7. How familiar are you with computer searches of online bibliographic databases such as *CAS*, *ERIC*, *MLA Bibliography*, *Sociological Abstracts*, etc., where you can choose topics and get customized lists of references, citations, or sources?

   1. Do not know very much about them
   2. Am familiar with them, but have never used them
   3. Have used them once or twice
   4. Have used them several times
   5. Have used them frequently

8. The Libraries presently perform such online searches on request. How satisfied have you been with the results?

1. I have never used the service
2. Very satisfied
3. Satisfied
4. Unsatisfied
5. Very unsatisfied

9. How useful would it be to do such online searches yourself in your office, at home, at the library or somewhere else on campus?

1. Very useful
2. Useful
3. Not especially useful
4. Useless

III. GENERAL

1. Your academic status?

1. Faculty
2. Research Associate
3. Doctoral dissertation level graduate student
4. Other graduate student
5. Other (please specify)___________

--If your academic status is not "1. Faculty" above, go to question 5.

2. What is your present rank?

1. Professor
2. Associate Professor
3. Assistant Professor
4. Lecturer
5. Instructor
6. Other (please specify)_________

3. What is your tenure status?

1. Tenured
2. Nontenured but in tenure track
3. Not on tenure track

4. What is your primary School or Institute?

1. Earth Sciences
2. Education
3. Engineering
4. Humanities & Sciences
5. Independent Research Lab., Center, or Institute (specify)

5. What is your primary academic department or program?__________

6. In what year did you begin your work or study at Stanford?__________

7. What is your age?________

8. What is your sex?________

9. Are you willing to take part in the interview phase of this ACCESS Survey?

   1. Yes, my name is_________________________
   2. No

10. Comments (optional)____________________________

3/10/87

Massachusetts Institute of Technology
MIT Libraries

The MIT Libraries are in the process of deciding what services to provide to users via the Campus Network. We would be very appreciative if you would help us by anwering the questions on the enclosed survey. We need to know how you use the Libraries now, and how you might use them if you were able to access various library services electronically.

Answering the survey will take only a few minutes. Simply check boxes as appropriate. The last question allows you to address areas of concern to you that were not covered elsewhere in the survey. Please return the completed survey through MIT internal mail, in the enclosed self-addressed envelope by **Monday, April 18.** [* If you are an external user of the MIT Libraries, a self-addressed stamped envelope has been supplied for your convenience]

PRIVACY NOTICE. All the information gathered from the survey will be for general statistical purposes only. We want to protect your anonymity. Please skip any question if you feel that it will compromise your identity.

Thanks in advance for your help!

Richard W. Hines
Assistant Engineering Librarian

Library Services Survey

Question 1: What is your status: (CHECK ONE and fill in the blank as appropriate)

☐ Faculty
☐ Research Staff
☐ Administrative Staff Your
☐ Academic Staff Department/Office: ______________________________
☐ Support Staff

☐ Undergraduate Student Your
☐ Graduate Student Course: ______________________________

☐ Industrial Liaison Program Member
☐ Other

Question 2: Do you live on campus? (CHECK ONE)

☐ Yes ☐ No

Question 3: How long have you been associated with MIT? ________ years

Question 4: Do you currently use the MIT Libraries? (CHECK ONE)

☐ Yes ☐ No (If your answer to Question 4 is NO, please skip to Question 7)

Question 5: The following services are currently available on site in the Libraries. Please indicate how frequently you use each of these services during the semester. (CHECK ONE BOX IN EACH ROW)

	several or more times a week	several times a month	several times a semester	rarely	never
I use the card catalog or the online catalog					
to find a particular item	☐	☐	☐	☐	☐
to find out whether a particular item is on the shelves	☐	☐	☐	☐	☐
to browse	☐	☐	☐	☐	☐
I use reference services and reference collections					
to search the reference collection myself	☐	☐	☐	☐	☐
to ask a librarian for assistance in person	☐	☐	☐	☐	☐
to ask a librarian for assistance over the phone	☐	☐	☐	☐	☐
to ask a librarian for assistance via electronic mail	☐	☐	☐	☐	☐
to request a computer search	☐	☐	☐	☐	☐
to request a book from storage	☐	☐	☐	☐	☐
I use circulation services					
to take out a book	☐	☐	☐	☐	☐
to renew a book I have out	☐	☐	☐	☐	☐
to put a hold on a book someone else has out	☐	☐	☐	☐	☐
to take out a reserve book	☐	☐	☐	☐	☐
I use library copying services and machines					
to do my own photocopying	☐	☐	☐	☐	☐
to make my own paper copy from a microfiche	☐	☐	☐	☐	☐
to request microfiche copying from the library	☐	☐	☐	☐	☐
to request copying from the Microreproduction Lab	☐	☐	☐	☐	☐
I use the following special collections or materials					
theses and dissertations	☐	☐	☐	☐	☐
maps	☐	☐	☐	☐	☐
government documents	☐	☐	☐	☐	☐
musical recordings and scores	☐	☐	☐	☐	☐
architectural drawings	☐	☐	☐	☐	☐
the Rotch Visual Collection	☐	☐	☐	☐	☐
the MIT Museum collections	☐	☐	☐	☐	☐
the Institute Archives	☐	☐	☐	☐	☐
I use other library services					
to borrow a book from another (non MIT) library	☐	☐	☐	☐	☐
to request special subject guides prepared by library staff	☐	☐	☐	☐	☐
to suggest books for purchase	☐	☐	☐	☐	☐
to see a list of journals held by other local libraries	☐	☐	☐	☐	☐
to see a list of recent additions to the library collections	☐	☐	☐	☐	☐
to view audiovisual media (for instance, course tapes)	☐	☐	☐	☐	☐

Question 6: What days and times are you most likely to use the MIT Libraries? (CHECK AS MANY AS APPLY)

	8:30am-1:00pm	1:00pm-5:00pm	5:00pm-7:00pm	7:00pm-11:00pm	11:00pm-8:30am
Mondays-Thursdays	☐	☐	☐	☐	☐
Fridays	☐	☐	☐	☐	☐
Saturdays	☐	☐	☐	☐	☐
Sundays	☐	☐	☐	☐	☐

Question 7: The following services could be made available electronically through the Campus Network. Please indicate how frequently you would use each during the semester. (CHECK ONE BOX IN EACH ROW)

	several or more times a week	several times a month	several times a semester	rarely	never
I would search the catalog online					
to find a particular item	☐	☐	☐	☐	☐
to find out whether a particular item is on the shelves	☐	☐	☐	☐	☐
to browse	☐	☐	☐	☐	☐
to create my own bibliography on disc	☐	☐	☐	☐	☐
I would use online reference services					
to request assistance from a librarian	☐	☐	☐	☐	☐
to request a computer search	☐	☐	☐	☐	☐
to request a book from storage	☐	☐	☐	☐	☐
to search computer databases myself	☐	☐	☐	☐	☐
I would use online circulation services					
to renew a book I have out	☐	☐	☐	☐	☐
to put a hold on a book that is on the shelves	☐	☐	☐	☐	☐
to put a hold on a book someone else has out	☐	☐	☐	☐	☐
I would use online copy request services					
to borrow a book from another (non MIT) library	☐	☐	☐	☐	☐
to request a photocopy of a journal article or other paper	☐	☐	☐	☐	☐
to request a microfiche copy of a thesis or other paper	☐	☐	☐	☐	☐
I would search the following special listings online					
maps	☐	☐	☐	☐	☐
government documents	☐	☐	☐	☐	☐
musical recordings and scores	☐	☐	☐	☐	☐
architectural drawings	☐	☐	☐	☐	☐
the Rotch Visual Collection	☐	☐	☐	☐	☐
the MIT Museum collections	☐	☐	☐	☐	☐
the Institute Archives	☐	☐	☐	☐	☐
audiovisual media collections (for instance, course tapes)	☐	☐	☐	☐	☐
I would use online library services					
for a list of library hours	☐	☐	☐	☐	☐
for a description of subject areas of specific MIT libraries	☐	☐	☐	☐	☐
for a list of subject specialities of MIT librarians	☐	☐	☐	☐	☐
for maps of specific MIT libraries	☐	☐	☐	☐	☐
to look at subject guides prepared by library staff	☐	☐	☐	☐	☐
to suggest books for purchase	☐	☐	☐	☐	☐
to see recent additions to the library collections	☐	☐	☐	☐	☐
to schedule tours of MIT libraries	☐	☐	☐	☐	☐
to schedule library conference rooms	☐	☐	☐	☐	☐
for tutorials on doing research in the library	☐	☐	☐	☐	☐
to search catalogs of other local libraries	☐	☐	☐	☐	☐

Question 8: With 24 hour access, what days and times would you be most likely to access library services online? (CHECK AS MANY AS APPLY)

	8:30am-1:00pm	1:00pm-5:00pm	5:00pm-7:00pm	7:00pm-11:00pm	11:00pm-8:30am
Mondays-Thursdays	☐	☐	☐	☐	☐
Fridays	☐	☐	☐	☐	☐
Saturdays	☐	☐	☐	☐	☐
Sundays	☐	☐	☐	☐	☐

Question 9: When library services are made available online through the Campus Network, how would you be most likely to gain access to them? (CHECK ONE)

☐ I would not access library services online
☐ I would use terminals in the libraries
☐ I would terminals on campus not in the libraries
☐ I would use my personal computer
☐ Other (please indicate: ____

Question 10: How would you describe your satisfaction with library services at MIT? (CHECK ONE)

☐ Very satisfied
☐ Satisfied
☐ Neither satisfied nor dissatisfied
☐ Dissatisfied
☐ Very dissatisfied

Question 11:

Use this space to address areas of concern or interest which were not included in the survey. Are there additional services which you feel the Libraries could provide, or cases where improvements could be made to existing services?

____

____

____

____

____

Thank you for your time.

If you do not have the self-addressed envelope which was enclosed, please return the completed survey to:

Richard W. Hines
Barker Engineering Library
Massachusetts Institute of Technology, Room 10-500
Cambridge MA 02139

Volunteers needed:

Beginning in September 1988, we will be testing a prototype online interface. If you would be willing to participate in this test please call Rich Hines, at 253-6051 or 253-6041.

University of California, Santa Barbara

UCSB LIBRARY USER SURVEY (faculty)

What is your discipline at UCSB?____

I. USE/AWARENESS

1. On the average, how often do you use the library?

a. for general reading (not teaching or research related)

( ) at least twice a week
( ) at least twice a month
( ) less than twice a month
( ) have never used

b. for browsing the collections

( ) at least twice a week
( ) at least twice a month
( ) less than twice a month
( ) have never used

c. to prepare classes

( ) at least twice a week
( ) at least twice a month
( ) less than twice a month
( ) have never used

d. to obtain information for research purposes

( ) at least twice a week
( ) at least twice a month
( ) less than twice a month
( ) have never used

e. to contact a librarian for collection purchases

( ) at least twice a week
( ) at least twice a month
( ) less than twice a month
( ) have never used

2. Please put a check mark indicating how often you use the following services. IN ADDITION, indicate your satisfaction or dissatisfaction with those services you USE. (check all categories that apply).

	at least twice a week	at least twice a month	less than twice a month	aware of but don't use	unaware of	satisfied	dissatisfied
Reference/Information Assistance							
Interlibrary Loan							
Reserve Book Service							
Circulation Service (check-out, recalls)							
Government Publications							
Arts Library Reference							
Art Exhibition Catalog Reference							
Music Service Desk/ Listening Facilities							
Science and Engineering Reference							
Technical Reports Assistance							
Map and Imagery Lab							
Curriculum Lab							
Special Collections							
Oriental Collection							
Black Studies Service							
Chicano Studies Service							
Serials Desk Assistance							
Slavic Materials Assistance							
Assistance in using any card catalog							
Assistance in using Melvyl online catalog							
Computer Literature Searches							
Tours/Orientation							
Access to items being cataloged							
Request that Library purchase books and journals							

3. If you have indicated that you are dissatisfied with any of the services in question 2, please pick the two services you are MOST dissatisfied with and briefly indicate why.

4. Do you provide instruction to your classes on the indexes, bibliographies, and handbooks that are available in your field?

   ( ) always ( ) sometimes ( ) rarely ( ) never ( ) not applicable

5. How effective would the following methods be for increasing your STUDENTS' awareness of and ability to use the library's services and resources?

   a. librarians giving course-related tours/lectures in the library
   ( ) very ( ) somewhat ( ) not at all ( ) don't know

   b. librarians giving brief course-related lecture in your classroom
   ( ) very ( ) somewhat ( ) not at all ( ) don't know

   c. librarians working with your students individually on their research projects
   ( ) very ( ) somewhat ( ) not at all ( ) don't know

   d. doing pre-arranged library assignments developed by faculty and librarians
   ( ) very ( ) somewhat ( ) not at all ( ) don't know

   e. written guides on how to use the library's resources and services
   ( ) very ( ) somewhat ( ) not at all ( ) don't know

   f. articles in Daily Nexus
   ( ) very ( ) somewhat ( ) not at all ( ) don't know

   g. improved signs/directories
   ( ) very ( ) somewhat ( ) not at all ( ) don't know

   h. videotaped instructional programs geared to your course
   ( ) very ( ) somewhat ( ) not at all ( ) don't know

   i. computer-assisted library instruction
   ( ) very ( ) somewhat ( ) not at all ( ) don't know

   j. other, please specify ____________________

6. How effective would the following methods be for increasing YOUR awareness of and ability to use the library's services and resources?

   a. librarians working with you individually on your research projects
      ( ) very   ( ) somewhat   ( ) not at all   ( ) don't know

   b. UCSB Library seminars to keep faculty informed about new library resources
      ( ) very   ( ) somewhat   ( ) not at all   ( ) don't know

   c. written guides on how to use the library's resources and services
      ( ) very   ( ) somewhat   ( ) not at all   ( ) don't know

   d. improved signs/directories
      ( ) very   ( ) somewhat   ( ) not at all   ( ) don't know

   e. articles in Daily Nexus
      ( ) very   ( ) somewhat   ( ) not at all   ( ) don't know

   f. computer-assisted library instruction
      ( ) very   ( ) somewhat   ( ) not at all   ( ) don't know

   g. other, please specify ______________________________

II. ASSISTANCE

7. How helpful is the library staff in assisting you to use the library?

   ( ) very   ( ) somewhat   ( ) not at all   ( ) don't know

   please comment ______________________________

8. Are library staff members AVAILABLE when you need them?

   ( ) usually   ( ) sometimes   ( ) rarely   ( ) don't know

   please comment ______________________________

9. Do you feel that further guidance in the use of the library's resources would help you?

   ( ) yes   ( ) no   ( ) don't know

   If yes, on which aspects of library use would you find more guidance/information helpful? (check as many as appropriate)

   a. ( ) how to use the card catalog
   b. ( ) how to use the online catalog (Melvyl)
   c. ( ) how to find biographical information
   d. ( ) availability of reference materials (indexes, bibliographies) in your discipline
   e. ( ) how to find serials in the UCSB Library
   f. ( ) information on the use of special collections or materials, please specify ______________________________
   g. ( ) other, please specify ______________________________

V. ACCESS

10. Is there any equipment or technology which you think the library should offer, but does NOT provide currently? Please be specific in your answer, including uses you might make of new equipment or technology.

11. Is there equipment or technology which the library offers NOW which should be improved? Please specify.

12. How important to you are the following ways to access information both inside and outside the Library?

    a. consulting the library card catalog or the library serials list
    ( ) very ( ) somewhat ( ) not at all ( ) don't know

    b. consulting the online catalog (Melvyl)
    ( ) very ( ) somewhat ( ) not at all ( ) don't know

    c. searching printed indexes and abstracting tools (e.g. Reader's Guide, Chemical Abstracts, Psychological Abstracts)
    ( ) very ( ) somewhat ( ) not at all ( ) don't know

    d. bibliographies or references in books or journals
    ( ) very ( ) somewhat ( ) not at all ( ) don't know

    e. consulting library reference books (e.g. encyclopedias, directories, dictionaries)
    ( ) very ( ) somewhat ( ) not at all ( ) don't know

    f. consulting a library staff member
    ( ) very ( ) somewhat ( ) not at all ( ) don't know

    g. browsing collections
    ( ) very ( ) somewhat ( ) not at all ( ) don't know

    h. using Interlibrary Loan
    ( ) very ( ) somewhat ( ) not at all ( ) don't know

    i. searching online bibliographic databases using terminals or microcomputers INSIDE the library
    ( ) very ( ) somewhat ( ) not at all ( ) don't know

    j. searching online bibliographic databases using terminals or microcomputers OUTSIDE the library
    ( ) very ( ) somewhat ( ) not at all ( ) don't know

k. consulting a colleague
( ) very ( ) somewhat ( ) not at all ( ) don't know

l. consulting your OWN books and journals
( ) very ( ) somewhat ( ) not at all ( ) don't know

m. other, please specify

____

13. How important would the following methods of delivering information be to you in the FUTURE?

a. searching the library circulation system via terminals IN the library (to find if a book is charged out and when it is due back)
( ) very ( ) somewhat ( ) not at all ( ) don't know

b. searching the library circulation system via terminals OUTSIDE the library
( ) very ( ) somewhat ( ) not at all ( ) don't know

c. terminals for the library's online catalog located in the library book stacks
( ) very ( ) somewhat ( ) not at all ( ) don't know

d. printers attached to library's online catalog termianls
( ) very ( ) somewhat ( ) not at all ( ) don't know

e. reference/information service available on a 24-hour basis via computer
( ) very ( ) somewhat ( ) not at all ( ) don't know

f. capability to access library online catalog from home or office computers
( ) very ( ) somewhat ( ) not at all ( ) don't know

g. improved training for accessing library's online catalog
( ) very ( ) somewhat ( ) not at all ( ) don't know

h. placing Interlibrary Loan requests from home or office computers
( ) very ( ) somewhat ( ) not at all ( ) don't know

i. using home or office computers to send reserve book lists to library
( ) very ( ) somewhat ( ) not at all ( ) don't know

j. performing online database searches using terminals or microcomputers INSIDE the library without help from library staff (indexes and information that can be accessed via computer)
( ) very ( ) somewhat ( ) not at all ( ) don't know

k. performing online database searches using terminals or microcomputers OUTSIDE the library without help from library staff
( ) very ( ) somewhat ( ) not at all ( ) don't know

l. availability of additional online bibliographic databases (please specify which ones) ______________________________
( ) very ( ) somewhat ( ) not at all ( ) don't know

m. availability of additional non-bibliographic, textual, and numeric databases and data files (please specify which ones) ______________
( ) very ( ) somewhat ( ) not at all ( ) don't know

n. copies of magazine articles or other information formats via television monitor
( ) very ( ) somewhat ( ) not at all ( ) don't know

o. other, please specify ______________________________

14. How could the library improve its EXISTING services in support of your study, teaching, or research?

15. If you could change, add, or improve any one aspect of library service what would it be?

VI. COMPUTER USE

16. Do you anticipate acquiring your first computer within the next 5 years
( ) yes ( ) no ( ) already own one ( ) don't know

17. Where do you have personal access to:

a. microcomputer
( ) home ( ) office/lab ( ) microcomputer lab ( ) library
( ) no access ( ) other ______________________

b. terminal
( ) home ( ) office/lab ( ) microcomputer lab ( ) library
( ) no access ( ) don't know ( ) other ______________

c. modem
( ) home ( ) office/lab ( ) microcomputer lab ( ) library
( ) no modem ( ) don't know ( ) other ______________

-OVER-

18. Are you currently using any commerical computerized information systems? (e.g. DIALOG, BRS, MEDLINE)

    ( ) yes ( ) no

    If yes, which systems? ______________________________

    Are you accessing them from your

    ( ) home ( ) office/lab ( ) microcomputer lab ( ) library

    ( ) other ______________________________

19. How do you anticipate technology changing your research needs over the next 5-10 years? Please specify.

Thank you for completing the questionnaire. We appreciate your prompt reply. Please use the space below or additional sheets as needed for any further comments.

Please return the questionnaire by NOVEMBER 20th.

PURDUE
UNIVERSITY LIBRARIES

January 1988

Dear Colleague:

The Libraries Futures Committee has been charged with the task of developing a long range plan for the Libraries. One portion of the plan requires an assessment of internal trends, services, and programs by the faculty of Purdue University, through the use of the attached survey.

Your participation is critical because a high percentage of returned questionnaires will give us a reliable, comprehensive review of faculty use patterns, perceptions of existing programs/services, and recommendations for the future.

I urge you to take a few minutes in the next three or four days to complete this questionnaire. The pretest indicates that completion should take approximately 15 minutes. A return envelope is enclosed for your convenience. Space is provided at the end of the questionnaire for additional comments. Please take advantage of that opportunity to expand on your views. Your response will be completely anonymous and confidential, as results will be reported in the aggregate. The questionnaires have been coded only for the purpose of follow-up with non-respondents.

Thank you for participating in this important and comprehensive review of Purdue University Libraries.

Sincerely,

Joseph M. Dagnese
Director

West Lafayette, Indiana 47907

PURDUE UNIVERSITY LIBRARIES

Faculty Use Survey

1. The following is a list of libraries at Purdue University. Indicate how often you use them according to the following scale. (Respond only for those you use.)

1 - Once a week or more
2 - Two or three times a month
3 - Once a month
4 - Less than once a month

______ 1. Aviation Technology
______ 2. Biochemistry
______ 3. Chemistry
______ 4. Consumer and Family Sciences
______ 5. Earth and Atmospheric Sciences
______ 6. Engineering
______ 7. Film
______ 8. Humanities, Social Science, and Education
______ 9. Life Sciences
______ 10. Management and Economics (Krannert)
______ 11. Mathematical Sciences
______ 12. Pharmacy, Nursing, and Health Sciences
______ 13. Physics
______ 14. Psychological Sciences
______ 15. Special Collections
______ 16. Undergraduate Library
______ 17. Veterinary Medical

2. Regarding the libraries in question 1, enter the assigned number of the library you use

______ a. Most frequently
______ b. Second most frequently

3. The following are some reasons faculty use libraries. Indicate which bring you to the Library you use most often. Place a

1 - to the left of that item which BEST explains why you use the library;
2 - to the left of that item which SECOND best explains why you use the library;
3 - to the left of that item which THIRD best explains why you use the library

______ 1. Find a book, journal article, or other publication for which the reference was already known
______ 2. Find information on a specific subject
______ 3. Consult with reference staff
______ 4. Find a quiet place to write and do research
______ 5. Use interlibrary loan services
______ 6. Scan current publications in my field
______ 7. Arrange for computerized database searches
______ 8. Charge materials for use outside the library
______ 9. Use copy machines
______ 10. Other: ____
____

IF YOU USE THE LIBRARIES ONCE A MONTH OR MORE, GO TO QUESTION 5

4. If you use the Libraries less than once a month, check the following reasons that apply for not using it more often.

______ 1. My teaching/research requires only limited library use
______ 2. The Libraries do not have the information I need
______ 3. I cannot find the material I need although the Libraries have it
______ 4. The library I would use most often is not conveniently located
______ 5. I have all the materials I need in my personal library
______ 6. Other: ____
____

5. When you need material or information from the library you use most often, do you usually: (Check the appropriate line)

______ 1. go to the library yourself
OR
______ 2. call the reference desk
OR
______ 3. send your secretary/office assistant
OR
______ 4. send your research assistant
OR
______ 5. other ____

6. **On the average, what percent of your ongoing research information needs do you expect the Purdue Libraries collections to satisfy?**

______ %

7. **On the average, what percent of your ongoing research information needs do the Purdue Libraries collections ACTUALLY satisfy?**

______ %

8. **There are a number of school and departmental libraries on the Purdue campus. Do you find this decentralized arrangement: (Check the appropriate line)**

______ 1. Very convenient
______ 2. Moderately convenient
______ 3. No opinion
______ 4. Moderately inconvenient
______ 5. Very inconvenient

Comments: ____

____

9. **In the library you use most often, do you find that locating material is usually: (Check the appropriate line)**

______ 1. Easy
______ 2. Moderately easy
______ 3. No opinion
______ 4. Moderately difficult
______ 5. Difficult

Comments: ____

____

10. **If you have experienced difficulty finding materials or information in the library you use most often, which of the following steps did you take?**

IF YOU NEVER EXPERIENCE DIFFICULTY, GO ON TO THE NEXT QUESTION.

______ 1. Asked a library staff member for help
______ 2. Looked for signs/brochures which explained how to use the library
______ 3. Asked a colleague for help
______ 4. Tried to find them without any help
______ 5. Came back another time

Comments: ____

____

____

70

11. **In the LIBRARY YOU USE MOST OFTEN, rate the collection for its adequacy in supplying material in your area of teaching/research for the following needs. (Circle the appropriate response for each item, a-e)**

	Excellent	Good	Adequate	Poor	No Opinion
a) Undergraduate study	1	2	3	4	5
b) Teaching preparation	1	2	3	4	5
c) Graduate study/ research	1	2	3	4	5
d) Your research	1	2	3	4	5
e) Current awareness in your field	1	2	3	4	5

Comments: ____

____

12. In the library you use SECOND MOST OFTEN, rate the collection for its adequacy in supplying material in your area of teaching/research for the following needs. (Circle the appropriate response for each item, a-e)

	Excellent	Good	Adequate	Poor	No Opinion
a) Undergraduate study	1	2	3	4	5
b) Teaching preparation	1	2	3	4	5
c) Graduate study/ research	1	2	3	4	5
d) Your research	1	2	3	4	5
e) Current awareness in your field	1	2	3	4	5

Comments: ____

____

13. Do you suggest materials for purchase to the librarian or your library representative? (Check one)

____ 1. Frequently
____ 2. Occasionally
____ 3. Rarely
____ 4. Never

Comments: ____

____

14. How frequently do you need to obtain information by a specific deadline? (Circle the appropriate response for each item, a-e)

		Often	Occasionally	Never
a)	Within the same day	1	2	3
b)	Within one week	1	2	3
c)	Within one month	1	2	3
d)	Within two months	1	2	3
e)	Longer than three months	1	2	3

Comments: ____

____

15. The following is a list of resource materials which may be needed for research. Rank the importance of these materials according to your area of research. (Place the appropriate number from the following scale to the left of only those that apply. Use 1, 2, and 3 as many times as apply)

1 - Essential
2 - Important in my research
3 - Not important in my research but students need access

_____ 1. Books
_____ 2. Journals
_____ 3. Conference proceedings
_____ 4. Annual literature surveys
_____ 5. Bibliographies
_____ 6. Technical reports
_____ 7. Working papers
_____ 8. Government documents
_____ 9. Newspapers
_____ 10. Indexing/Abstracting services (printed)
_____ 11. Indexing/Abstracting services (computer based)
_____ 12. Dissertations
_____ 13. Maps
_____ 14. Patents
_____ 15. Standards
_____ 16. Manufacturers' catalogs
_____ 17. Manuscripts
_____ 18. Rare books
_____ 19. Oral histories
_____ 20. Archival materials
_____ 21. Computer data, numerical and textual, on tapes and/or PC floppy disks
_____ 22. Audiovisual materials
_____ 23. Other: ______________________________________

16. To strengthen the collections in support of your research, where should additional acquisitions funds be concentrated? (Check up to five)

______ 1. Books
______ 2. Journals
______ 3. Conference proceedings
______ 4. Annual literature surveys
______ 5. Bibliographies
______ 6. Technical reports
______ 7. Working papers
______ 8. Government documents
______ 9. Newspapers
______ 10. Indexing/Abstracting services (printed)
______ 11. Indexing/Abstracting services (computer based)
______ 12. Dissertations
______ 13. Maps
______ 14. Patents
______ 15. Standards
______ 16. Manufacturers' catalogs
______ 17. Manuscripts
______ 18. Rare books
______ 19. Oral histories
______ 20. Archival materials
______ 21. Computer data, numerical and textual, on tapes and/or PC floppy disks
______ 22. Audiovisual materials
______ 23. Other: ____

17. The following is a list of some sources of information. Rank the importance of these according to your research information needs, i.e., 1, most important; 2, second most important, etc. Rank only those that apply.

______ 1. The Purdue University Libraries
______ 2. Your personal library
______ 3. Your colleagues
______ 4. Other research libraries
______ 5. Computer databases which you access outside the Libraries
______ 6. Information brokers (Sellers of customized information packages)
______ 7. Other ____

18. Which of the following methods do you use to help students develop an awareness of library resources such as indexes, abstracting services, catalogs, and computerized data bases in your field? (Check those that apply)

_____ 1. Describe these resources in class

_____ 2. Mention these resources in class and make specific assignments to use them

_____ 3. Invite a librarian to explain these resources in class

_____ 4. Encourage the students to explore and find out on their own

_____ 5. Other: ____
____

19. Which of the following methods would be most effective for increasing student knowledge of library resources and services? (CHECK UP TO THREE)

_____ 1. Describe these resources and services in class

_____ 2. Mention these resources and services in class and make specific assignments to use them

_____ 3. Invite a librarian to explain these resources and services in class

_____ 4. Encourage the students to explore and find out on their own

_____ 5. Other: ____
____

20. Do you assign projects such as papers, take home final examinations, research exercises/proposals, etc. requiring students to use resources of the libraries? (Check the appropriate response for each item, a-b)

a. At the UNDERGRADUATE level

_____ 1. Yes

_____ 2. No

_____ 3. I do not teach at the undergraduate level

b. At the GRADUATE level

_____ 1. Yes

_____ 2. No

_____ 3. I do not teach at the graduate level

21. In the library you use most often, do you find the library staff to be: (Circle the appropriate response for each item, a-d)

	Always	Frequently	Occasionally	Rarely
a) Available	1	2	3	4
b) Approachable	1	2	3	4
c) Knowledgeable	1	2	3	4
d) Conscientious in follow-up	1	2	3	4

Comments: ____
____

22. In the past year have you been misdirected from one library service point to another that was not appropriate to your needs? (Check one)

______ a. No
______ b. Yes (Check one of the following)

______ 1. Frequently
______ 2. Occasionally
______ 3. Rarely

23. Regarding physical facilities, indicate the level of your satisfaction with the following aspects of the LIBRARY YOU USE MOST OFTEN. Not all items in the "Availability" section may be in the library you use most often. (Circle the appropriate response)

		Excellent	Good	Adequate	Poor	No Opinion
a)	Hours of opening	1	2	3	4	5
b)	Pleasantness of physical surroundings	1	2	3	4	5
c)	Ventilation	1	2	3	4	5
d)	Temperature	1	2	3	4	5
e)	Lighting	1	2	3	4	5
f)	Signs	1	2	3	4	5
g)	Quietness	1	2	3	4	5
h)	Adequacy of work space	1	2	3	4	5
i)	Physical organization of books and journals	1	2	3	4	5
j)	Physical condition of books and journals	1	2	3	4	5
k)	Seating	1	2	3	4	5
l)	Security (of personal belongings)	1	2	3	4	5
	Availability of:					
m)	Private carrels	1	2	3	4	5
n)	Carrel tables	1	2	3	4	5
o)	Group study/ conference rooms	1	2	3	4	5
p)	Copy machines	1	2	3	4	5
q)	Microform readers	1	2	3	4	5
r)	Microform reader/ printers	1	2	3	4	5
s)	Computer equipment	1	2	3	4	5
t)	Typewriters	1	2	3	4	5

24. **Do differences in the following things among the various libraries in the Purdue University system affect how efficiently you can obtain information? (Check the single answer that applies under each item, a-d)**

a. Shelving arrangement of materials

______ 1. Yes
______ 2. Moderately
______ 3. No

b. Filing of author-subject-title card catalogs

______ 1. Yes
______ 2. Moderately
______ 3. No

c. Circulation policies

______ 1. Yes
______ 2. Moderately
______ 3. No

d. Hours of operation

______ 1. Yes
______ 2. Moderately
______ 3. No

Comments: ____

____

25. Do you ask for assistance at an information or reference desk? (Check one which applies)

______ 1. Often
______ 2. Seldom, rarely need help
______ 3. Seldom, feel reluctant to ask
______ 4. Seldom, not sure of kinds of help available
______ 5. Seldom, previous help unsatisfactory
______ 6. Never

Comments: ____

____

26. How easy to use do you find the following Libraries catalogs? (Place the appropriate number in the space provided according to the following scale)

1 - Easy to use
2 - Difficult to use
3 - Don't use or haven't used yet
4 - Not aware of

_____ a. LOOK/PLUS (Computerized catalog for all libraries)
_____ b. EIS (Engineering Library computerized catalog)
_____ c. Undergraduate Library computerized catalog
_____ d. Physics Library computerized catalog
_____ e. Union card catalog (Shows holdings of all libraries, located in HSSE Library)
_____ f. School/departmental library card catalogs (Shows holdings only for that particular library)
_____ g. Serials catalog on microfiche (Listing of journals, proceedings, annuals, etc. held in all the libraries)

Comments: ______________________________

27. The following is a list of some services which a library can offer. Rank the importance of these services according to your research information needs, i.e., 1, most important; 2, second most important, etc. Rank only those that apply.

_____ 1. Deliver library materials/photocopies to your office or lab upon request
_____ 2. Perform your own searches of commercially available computerized bibliographic and non-bibliographic data bases
_____ 3. Receive photocopies of tables of contents of current journals
_____ 4. Access to catalogs of the Libraries holdings from a terminal or microcomputer at your office or home
_____ 5. Access other major research libraries' catalogs via library, office or departmental terminals or microcomputers
_____ 6. Have a librarian regularly consult with you on your research projects
_____ 7. Receive automatically regular searches of computerized data bases on predetermined topics of relevance to your research
_____ 8. Acquire and install numerical and textual data bases (census, Survey Research Center, CINDAS) to support your research
_____ 9. Communicate with libraries via electronic mail
_____ 10. Have the Libraries serve as a licensed clearing house for computer software
_____ 11. Receive interlibrary loan materials at no charge
_____ 12. Other ______________________________

Comments: ______________________________

28. If there were weekly transportation services to the libraries at Indiana University and/or the University of Illinois, how often on an average would you use it? (Check appropriate line)

______ 1. 2 or more times a month
______ 2. Once a month
______ 3. Every six weeks
______ 4. 1-2 times a semester
______ 5. Probably not at all

Comments: ____

29. What is your present rank? (Check appropriate line)

______ 1. Professor
______ 2. Associate Professor
______ 3. Assistant Professor
______ 4. Instructor

30. As of September 1, 1987, how long have you been at Purdue University as a faculty member? (Check appropriate line)

______ 1. Less than 1 year
______ 2. 1-3 years
______ 3. 4-6 years
______ 4. 7-10 years
______ 5. 11-24 years
______ 6. 25 years or more

31. In which academic department or school do you hold your appointment? (Enter the appropriate number below from the list which follows)

______ Department/school number

32. Additional comments are welcome on pages 15 and 16. Thank you for participating in this survey.

BRIEF TARGETED SURVEYS

SPECIFIC SERVICES – GROUPS

University of Michigan

Are You Finding What You Want On Our Shelves?

We are studying the availability of books and journals in the Engineering/Transportation Library (ETL). You may use this form as work sheet as you find call numbers for one or more book or journal article. To further help us improve our collection of books and journals please complete the rest of the questionnaire as well. **Please return** this form to the survey box when you are done. We need to know what you **did find** as well as what you **did not find.**
Remember, if you are not finding an item, you may ask for help from the reference staff.
Thank you for your time and effort.

Status: ___UM Student ___UM Faculty ___UM staff ___Industry or Business ___ Other

BOOKS:	Call Number	Found on Shelf?	Importance of finding item High Low	Comments
Author- Book Title-		Yes No	5 4 3 2 1	
Author- Book Title-		Yes No	5 4 3 2 1	
Author- Book Title-		Yes No	5 4 3 2 1	

JOUNRAL ARTICLES:	Call Number	Found on Shelf?	Importance of finding item High Low	Comments
Journal- Year. Volume. Issue.		Yes No	5 4 3 2 1	
Journal- Year. Volume. Issue.		Yes No	5 4 3 2 1	
Journal- Year. Volume. Issue.		Yes No	5 4 3 2 1	

Questions: Check one or more response for questions 1 and 2.

1a) The above item(s) are for ___Myself Another Person: ___Student ___Faculty Member ___Other.
1b) I (or they) are in the Department of_______________________________.

2) The citation for the above item(s) came from: ___A Class List or Assignment ___An Index or Abstract ___A Card Catalog ___GEAC ___A List of References from a book or journal ___A friend or Colleague ___An Online Computer Search ___Other_______________________________.

Circle only one response for questions 3-6.	Strongly Agree				Strongly Disagree
3) The Engineering Library (ETL) usually owns the item that I am looking for.	5	4	3	2	1
4) Items that ETL owns are generally available when I need them.	5	4	3	2	1
5) The items that that I do find at ETL generally meet my needs.	5	4	3	2	1
6) I am usually satisfied with ETL's collection and its services	5	4	3	2	1

Texas A&M University

ALIS QUESTIONNAIRE

(Terminals Without Printers,

DATE__________ OBSERVER__________ TIME QUESTIONED__________ TERMINAL NO.__________
TIME SPENT AT TERMINAL____________

- -

1. What is your academic status? ____ undergraduate student ____ faculty
____ graduate student ____ staff
____ other (explain)____________________________

2. What is your major or department? ____

3. For what purpose(s) did you use ALIS?
____ to see if the Library owns a particular book
____ to look up a call number
____ to get a list of books by a particular author
____ to see if a book is checked out
____ to identify author of a particular book
____ to obtain bibliographic data for a book
____ learning to use ALIS
____ to locate material on reserve
____ other (specify)____

4. For what purpose is this information needed?
____ term paper ____ other research
____ other class assignment ____ recreational purposes
____ thesis or dissertation research ____ other (explain)__________________

5. How many items (books/titles) did you find in your search?____________________

6. What type(s) of searches did you do? ____ author ____ title ____ call number

7. Did you find the information you were looking for? ____ yes ____ no
____ partially

8. Do you consider your ALIS search successful? ____ yes ____ no

9. Did you encounter any problems doing your search?
____ slow response time ____ difficulties with ALIS search protocols
____ terminal malfunctions ____ other (explain)________________________
____ too much information to copy

10. If you encountered a problem while using ALIS, what would you do?
____ attempt to solve it yourself ____ read instructions beside terminal
____ ask another patron for help ____ look in the card catalog
____ ask a staff member for help ____ give up
____ other solution (specify)____

ALIS QUESTIONNAIRE (Without Printers)

11. How many times have you used ALIS in the past?
____ this is the first time ____ 1-10 ____ 11-20 ____ more than 20

12. If this search yielded useful information, did you
____ try to remember it ____ write down selective information
____ write it down in full

13. Exactly what did you write down? ____ author ____ title
____ call number ____ location
____ place published & publisher
____ all of the above
____ other (specify)________________

14. If this terminal had been equipped with a printer, would you have used it today? ____ yes ____ no

15. a) If a printer had been available today, would your search strategy have been different? ____ yes ____ no ____don't know

b) If "yes," how? ____ would have searched fewer items
____ search would have been extended
____ would have used different access points
____ other (specify)________________

c) What types of searches would you have done? ____ author ____ title
____ call number

16. a) Please estimate how many screens of information you would have printed if a printer had been available to you today. ____________screens

b) Which types of screens would you have printed?
____ multiple listing screen
____ first screen for each title (shows location & status)
____ second screen for each title (shows MARC record)

17. In general, do you consider the availability of a printer for ALIS to be:
(rank on a scale of 1 to 10)

1 2 3 4 5 6 7 8 9 10

NOT AT ALL ABSOLUTELY ESSENTIAL

18. a) Do you think printers should be available at all terminals?
____ yes ____ no ____ don't know

b) How long would you be willing to wait in line to use a terminal? _____ min.

19. How did you learn to use ALIS? ____ following instructions by terminal
____ assisted by another patron
____ assisted by Library staff
____ other (specify)________________

Texas A&M University, Sterling C. Evans Library

ALIS QUESTIONNAIRE

(Printer-Equipped Terminals)

DATE________ OBSERVER_________ TIME QUESTIONED_________ TERMINAL NO.__________
TIME SPENT AT TERMINAL__________

1. What is your academic status? ____ undergraduate student ____ faculty
____ graduate student ____ staff
____ other (explain)____________________

2. What is your major or department? ____________________

3. For what purpose(s) did you use ALIS?
____ to see if the Library owns a particular book
____ to look up a call number
____ to get a list of books by a particular author
____ to see if a book is checked out
____ to identify author of a particular book
____ to obtain bibliographic data for a book
____ learning to use ALIS
____ to locate material on reserve
____ other (specify)____________________

4. For what purpose is this information needed?
____ term paper ____ other research
____ other class assignment ____ recreational purposes
____ thesis or dissertation research ____ other (explain)__________

5. How many items (books/titles) did you find in your search?__________

6. What type(s) of searches did you do? ____ author ____ title ____ call number

7. Did you find the information you were looking for? ____ yes ____ no
____ partially

8. Do you consider your ALIS search successful? ____ yes ____ no

9. Did you encounter any problems doing your search?
____ slow response time
____ terminal malfunctions
____ too much information to copy or print
____ difficulties with ALIS search protocols
____ difficulties with printer (explain)____________________
____ other (explain)____________________

10. If you encountered a problem while using ALIS, what would you do?
____ attempt to solve it yourself ____ read instructions beside terminal
____ ask another patron for help ____ look in the card catalog
____ ask a staff member for help ____ give up
____ other solution (specify)____________________

11. How many times have you used ALIS in the past?
____ this is the first time ____ 1-10 ____ 11-20 ____ more than 20

12. If this search yielded useful information did you
____ try to remember it
____ write it down in full
____ write down selective information
____ print multiple listing screen
____ print first screen for each title (shows location and status)
____ print second screen for each title (shows MARC record)

13. Did you select this terminal because it had a printer? ____ yes ____no

14. Did you use the printer? ____ yes ____ no

a) If NOT, why not? ____ didn't need to; only brief info needed
____ don't know how to use it
____ printer not working
____ other (explain)________________________________

b) If SO, (1) How many screens of information did you print? ______________

(2) How long did you wait for a terminal with a printer to become available? ________________________________

15. In general, do you consider the availability of a printer for ALIS to be:
(rank on a scale of 1 to 10)

1 2 3 4 5 6 7 8 9 10

NOT AT ALL USEFUL ABSOLUTELY ESSENTIAL

16. a) Do you think printers should be available at all terminals?
____ yes ____ no ____ don't know

b) How long would you be willing to wait? ______ min.

17. How did you learn to use ALIS?
____ following instructions by terminal
____ assisted by another patron
____ assisted by Library staff
____ other (specify)________________________________

18. How did you learn to use the printer?
____ following instructions by terminal
____ assisted by another patron
____ assisted by Library staff
____ other (specify)________________________________

LIBRARY
MICHIGAN STATE UNIVERSITY
EAST LANSING, MICHIGAN

SURVEY: ZENITH 171 MICROCOMPUTERS IN THE MSU LIBRARIES

A program coordinated by
Academic Computing, Michigan State University, East Lansing, MI 48824, and
MSU Libraries, East Lansing, MI 48824-1048

The microcomputer loaner program will be evaluated in July 1988, using information provided by you and other users in response to this questionnaire. Please complete the survey and return it to with the microcomputer.

1. Where did you use the laptop computer? (Check one or more)

__ Documents (Ground east)
__ Information/Reference (Main floor, east)
__ 2-East, 3-East, or 4-East
__ Social Science/Humanities Reference (Ground west)
__ Periodical Reading Room (Main floor west)
__ Art Library (3-West)
__ A-V/Voice Library (4-West)
__ Other: please describe ____________________
__ Archives (Ground east)
__ Special Collections
__ 2E, 3E, or 4E carrel
__ 2-West or 3-West
__ Microforms (3-West)
__ 4-West carrel

2. Were you unable to work where you preferred because you could not find an electrical outlet? __ Yes __ No IF YES, where had you preferred to work?
____

3. Did you use the computer in conjunction with library material? __ Yes __ No

IF YES, please describe the type of library material (i.e., reference books, bound journals, current issues of journals, etc.)?
____

4. Did you use software checked out in the Library? __ Yes __ No
If YES, please specify which software: ____________________

5. Did you use a printer in the Library? __ Yes __ No

6. Please check one to tell us who you are:
__ MSU undergraduate student
__ MSU graduate student
__ MSU faculty member
__ MSU staff member
__ Other (please describe): ____________________

7. If you have suggestions, comments, or concerns about this program, please note them here.

Ohio State University

BUSINESS LIBRARY STUDENT SURVEY

INTRODUCTION

The University is in the process of developing plans for restructuring and enhancing its library system. These plans will involve major expenditures and will determine the status of the OSU libraries for many years to come. The College of Business library committee would like your guidance as we participate in these planning discussions.

In answering the following questions, please assume that the main library will be expanded significantly and that several of the departmental libraries around campus will be centralized into the main library. We would like for you to consider two options as you answer these questions.

OPTION 1: One option is for the Business (Commerce) Library to be consolidated into the main library.

OPTION 2: A second option is for the Business (Commerce) Library to remain separate and for the Page Hall facility to be improved.

1) What is your class rank?
   a. freshman b. sophomore c. junior d. senior

2) How many times a quarter do you use the Page Hall Library?
   a. 3 times or less a quarter
   b. 3 to 7 times a quarter
   c. over 7 times a quarter

3) Where do you live?
   a. North campus b. South campus c. Towers d. off-campus

4) Which option would provide the best physical location for both business students and faculty?
   a. Main (Option 1) b. Page Hall (Option 2)

5) Which option would enable users the best access to both on and off campus parking?
   a. Main (Option 1) b. Page Hall (Option 2)

6) Under which option would library staff be better qualified to serve the needs of business students?
   a. Main (Option 1) b. Page Hall (Option 2)

7) Which option would supply students with the greatest amount and highest quality of study space?
   a. Main (Option 1) b. Page Hall (Option 2)

8) Do you feel adding the business library books to the Main Library would make it more difficult to find the desired materials?
   a. Yes b. No c. Undecided

Duke University
Perkins Library System
Survey of the Faculty
Spring Semester, 1988

* * *

1. Which of these libraries do you visit most frequently? Please rank the top four.

____ Biology/Forestry
____ Business
____ Chemistry
____ Divinity
____ East Campus
____ Engineering
____ Law
____ Math/Physics
____ Medical
____ Music
____ NC State
____ Perkins
____ UNC-CH
____ Other ________________

2. Please indicate the frequency of your use of the following library services either directly or through an assistant. "Frequently" is several times a week, "Infrequently" is a few times a semester.

	Frequently	←--	-----	----	--→ Infrequently	Never
A. Ask library staff for assistance in finding information	1	2	3	4	5	6
B. Use computer based reference services (excluding the on-line catalog)	1	2	3	4	5	6
C. Browse or otherwise consult onsite among:						
a. books in stacks	1	2	3	4	5	6
b. bound periodicals	1	2	3	4	5	6
c. current periodicals	1	2	3	4	5	6
d. newspapers	1	2	3	4	5	6
e. public documents	1	2	3	4	5	6
D. Use reference books (e.g. indexes, dictionaries) without librarian assistance	1	2	3	4	5	6
E. Photocopy journal articles	1	2	3	4	5	6
F. Consult microforms	1	2	3	4	5	6
G. Use online catalog from terminals within library	1	2	3	4	5	6
H. "Dial in" via your personal terminal to use the on-line catalog	1	2	3	4	5	6
I. Other ________________	1	2	3	4	5	6

3a. A recent phenomenon in the "information industry" is the off campus information service agency that tracks down, collects, and assembles research data. Have you used such a service? ____ Yes ____ No If the Duke Libraries offered a separate, fee-based, information service for faculty who want more research assistance than is currently possible with present reference services, would you use it?

____ Yes ____ No

3b. Should this kind of comprehensive information service be provided by the Libraries. If yes, how often would you use it? ________________________

____

Over Please

4. Please rank the importance of these information sources in your research:

	Very Important				Little Importance	No Importance
A. "Preprints" from people at other institutions	1	2	3	4	5	6
B. Monographs	1	2	3	4	5	6
C. Journals	1	2	3	4	5	6
D. "Reprints" from people at other institutions	1	2	3	4	5	6
E. Computer networks (e.g. electronic bulletin boards)	1	2	3	4	5	6
F. Colleagues you talk with on or off campus	1	2	3	4	5	6
G. Conferences or other program meetings	1	2	3	4	5	6
H. Computer data banks	1	2	3	4	5	6
I. Other ________________	1	2	3	4	5	6

5. Do you use "Course Pacs" (i.e. prepackaged reserve readings sold to students)?
_____ Yes _____ No

5a. Should the Libraries provide a "Course Pacs" type of service?
____ Yes ____ No

6. We offer a program of librarians making presentations to classes about finding and using information. This service is heavily used for some freshmen, but rarely for upper classmen. Should it be discontinued? Should the service be expanded? If so, what suggestions do you have to increase its use?

____

____

7. General comments on library services and resources. What new service would you like us to offer? What improvements would you like us to make in existing services?

____

____

____

____

____

8. Please state your department or school: ______________________________.

* * *

All responses will be held confidential.

Thank you. Please return this questionnaire by April 11, 1988 using the attached envelope to 219 Perkins, via campus mail.

GOVERNMENT DOCUMENTS USER SURVEY

1. User category
   - ☐ Stanford undergraduate ____________________ Department
   - ☐ Stanford graduate student ____________________ Department
   - ☐ Stanford faculty ____________________ Department
   - ☐ Stanford staff
   - ☐ UC Berkeley faculty, student, or staff
   - ☐ Other academic institution

     ____________________ (Institution) ____________________ (Faculty, student or staff)
   - ☐ Other ____________________ (Please specify)
2. Reason for visit (check all that apply)
   - ☐ To locate a specific number or fact
   - ☐ To pursue a research topic
   - ☐ To photocopy
   - ☐ To check out a document
   - ☐ To use study facilities
   - ☐ To use Socrates
   - ☐ Other ____________________ (Please specify)
3. Why did you consult the Jonsson Library today?
   - ☐ Prior use
   - ☐ Socrates citation
   - ☐ Referral from another library ____________________ (Specify)
   - ☐ Referral from a faculty member
   - ☐ Referral from a student
   - ☐ Other ____________________ (Specify)
4. What did you use? (Check all that apply)
   - ☐ Statistics
   - ☐ Legislative material
   - ☐ Directories
   - ☐ Reference indexes or bibliographies
   - ☐ US documents
   - ☐ State or local documents from the US
   - ☐ Documents from foreign countries
   - ☐ Documents from international agencies
5. Did you get the material or information you need?
   - ☐ Yes
   - ☐ No, please explain ____________________

     ____
6. Did you consult with the Jonsson Library reference staff today?
   - ☐ Yes
   - ☐ No
7. Do you have suggestions or comments about our collections and our services?

   ____

   ____

   ____

TO: Health Sciences Faculty
FROM: Sue E. Neufeld, Collection Development Librarian
DATE: February, 1988
RE: Curricular and Research Needs

As you know, the money we have had available to purchase books and journals for the Health Sciences Library has decreased due to inflation and a drop in the foreign exchange rate. It has been necessary to tighten up our selection criteria and thus has become especially important that we get suggestions from our users.

In order for the Health Sciences Library to best serve your bibliographic needs, please take a few minutes to complete the attached survey. The better we understand activities, programs, curricular and research interests, both current and projected, the better we'll be able to provide you with the library materials which you require.

Please complete and return to Sue Neufeld, HSL, by Campus Mail.

Name____________________________________Position____________________

Department/Division____

Campus Address/Telephone____

Please list your major research areas/academic interests:

Has there been any of the following in your areas of interest recently?

Increase in research level or course offerings	YES	NO
Decrease in research level or course offerings	YES	NO
Significant changes in number of FTE faculty or students	YES	NO

If yes, please describe:

Have there been any new trends in research in your area that need to be accommodated? YES NO

If so, please list:

Does your department/division have its own collection? YES NO

If yes, is there significant overlap in your interest area between materials in your department and the Health Sciences Library? YES NO

Who selects the materials for this collection?

Would you be willing to be contacted should we need an expert opinion regarding selection in your subject area? YES NO

How well do you feel the collection at HSL currently meets your needs?

Please rank on a scale of 1 to 5, where 1 is extremely well and 5 is poorly:

Journals	1	2	3	4	5
Books	1	2	3	4	5
Audiovisuals	1	2	3	4	5

Would you be willing to suggest specifics to enhance, add depth to, or update our collection? YES NO

Please add comments/ suggestions on the library's collection or services, or elaborate on the above answers on the back of sheet.

Detailed Project Program
Final Document
March, 1988

Appendix D–Questionnaire

Faculty, Staff and Students

As you may know, the campus is currently planning the construction of a new Science Library to be located in the Biological Sciences quad. This library, scheduled for completion in 1992, will consolidate campus collections that support instructional and research programs in the Schools of Biologcal Sciences, Physical Sciences, and Engineering, UCI California College of Medicine, and Department of Information and Computer Science. The Science Library will also house the Library Technical Services Division, which will process materials for the entire UCI library system. In addition, a Multimedia Learning Laboratory to facilitate the use of audio-visual materials and computer technology will also be provided. As a result of this project, space deficiencies in the Main Library will be reduced and existing branch library space on campus will be released for non-library uses.

Office of Physical Planning and Library staff are currently working with a Consulting Architect to develop a Detailed Project Program for the Science Library, which will provide the information necessary to ensure the sound functional planning and design of the facility. As part of this process, it is essential that the needs and views of the potential users of the new Science Library be documented. To this end, we would appreciate your assistance in completing the attached survey.

Thank you for your time and interest. We hope to be able to inform you of the results of this survey by the end of January.

Faculty: fold and return in campus mail. **Staff and Students**: return in the box provided.

Faculty, Staff and Students

1. **What will be your principal uses of the Science Library? (mark as many as applicable)**

☐ Research, using the current journals
☐ Research, using the stacks (books and older journals)
☐ Study, using current journals
☐ Study, using the stacks (books and older journals)
☐ Using the microcomputers lab
☐ Study, using your own materials
☐ Reference service

2. **How often will you personally visit the library?**

☐ at least daily
☐ at least weekly
☐ at least monthly
☐ less than monthly
☐ never

3. **Which hours are you most likely to use the library? (mark as many as applicable)**

☐ weekdays 7 am - 12 noon
☐ weekdays 12 noon - 5pm
☐ weekdays 5 pm - 7 pm
☐ weekdays 7 pm - 12 midnight
☐ Saturday 9 am - 6 pm
☐ Sunday 12 pm - 12 midnight
☐ other ____________________

4. **Do you prefer that bound periodicals are...**

☐ cataloged and shelved by call number in main stacks?
☐ shelved alphabetically by title in seperate section of the stacks?
☐ shelved alphabetically by title; kept with current issues in the periodicals room?
☐ cataloged by call number and shelved in a seperate section of the stacks?

5. **What kind of work space do you prefer?**

☐ individual carrels
☐ individual enclosed carrels
☐ individual work tables
☐ open work tables for 2 - 4 persons
☐ open work tables for more than 4 persons
☐ group study rooms 2 - 4 persons
☐ group study rooms for more than 4 persons

Appendix D–Questionnaire

Faculty, Staff and Students

6. **To help plan the new Science Library, please check the services or facilities you would most like to see in the new building:**

☐ individual study or research space near the stacks
☐ individual or research space away from the stacks
☐ outdoor seating area for reading and study
☐ drive up book return
☐ remote book return (e.g., on ring mall)
☐ retail stationery supply sales counter
☐ delivery to you of library information
☐ other
☐ comments:

7. **How frequently will you make use of the following library facilities ?**

	daily	weekly	monthly	< monthly	never
Current Periodicals					
Bound Periodicals					
Books					
Borrowing material					
Reference					
Reserve					
Study Carrels					
Tables					
Group study rooms					
Microcomputer					
Interlibrary loans					
Film and Video Viewing					
Microfilm and Fiche					
Photocopy machines; self-service					
Photocopy machines; copy service					

8. **What types of software would you like to see made available in a Science Library Microcomputer Lab?**

☐ word processing
☐ statistical analysis
☐ computer-assisted instruction
☐ spreadsheets
☐ other

Faculty, Staff and Students

9. **The new Science Library will have the following spaces; which descriptions would most describe your image of these spaces? (mark as many as applicable)**

	grand,lofty	intimate	good views	no windows	skylight	private	quiet; see many people	active	can walk to courtyard
lobby									
periodicals reading room									
general reading spaces									
exhibition space									
stack area									

Faculty only

10. **How often will you send an assistant to the Science Library ?**

☐ at least daily
☐ at least weekly
☐ at least monthly
☐ less than monthly
☐ never

11. **Assuming the inclusion of a state- of -the- art Multi-Media Lab in the Science Library, would you include the use of non-print materials in your instruction program ?**

☐ yes
☐ no

12. **If yes,what types of materials would you assign ?**

☐ video tapes
☐ audio tapes
☐ film
☐ models
☐ interactive video
☐ computer-assisted instruction
☐ other ____________________

Appendix D–Questionnaire

Faculty, Staff and Students

13. **About you...**

Name (optional) ____________________

Status at UCI

☐ undergraduate student
☐ graduate student
☐ faculty
☐ staff
☐ other ____________________

Academic Affiliation

☐ School of Biological Sciences
☐ School of Physical Sciences
☐ School of Engineering
☐ UCI / California College of Medicine
☐ Department of Information and Computer Science
☐ other ____________________

14. **Comments :**

Building Considerations

5.5 Design Considerations

5.5.4 Faculty, Staff and Student Survey Summary

This section of the report describes the results of a survey of Faculty, Staff and Students which was aimed at providing information which would assist in the functional planning and design of the new Science Library to be located in the Biological Sciences quad.

The results of the survey are described in the following three sections:

- Survey Methodology;
- Survey Sample;
- Survey Results.

THE SURVEY METHODOLOGY

The main objective of the survey was to obtain information, from Faculty, Staff and Students, which would help plan and design the Science Library. A copy of the survey is attached in Appendix D.

In the case of **Faculty**, the questionnaires were distributed to all faculty members of the following academic affiliations:

Academic Affiliation	Number of Questionnaires Distributed
• College of Medicine	262
• School of Engineering	47
• Department of Information and Computer Science	74
• School of Physical Sciences	74
• School of Biological Sciences	62
• Administration	12
Total	**479**

In the case of **graduate students**, a total of 1,836 questionnaires were placed in the mailbox of each graduate student.

5.5 Design Considerations

In the case of **undergraduate students and staff,** questionnaires were provided at the public service desks of the following libraries:

- Biomedical Library
- Physical Sciences Library
- Biological Science Library
- Main Library

In all cases, the survey forms were distributed on Wednesday, January 6, 1988 and were returned over an approximate two-week period.

THE SURVEY SAMPLE

In total, 369 questionnaires were returned and analyzed. The UCI status of the sample is as follows:

Categories of Respondents	Number of Returned Questionnaires
Undergraduate students	69
Graduate students	123
Faculty	132
Staff	19
Other	26
Total	**369**

The sample is well represented vis-a-vis the faculty with 132 responses. This represents an approximate 28% response rate from the 479 faculty questionnaires which were distributed.

Approximately 7% of the graduate students responded to the questionnaire (123 out of 1,836).

The response rate from undergraduate students and staff was extremely small, namely 69 from undergraduate students and 19 responses from staff.

As such, the overall survey findings tend to be more representative of faculty members and graduate students as compared to undergraduate students and staff.

SURVEY FINDINGS

The following section discusses, in point, the findings from the survey. The findings are discussed in the order of the questions. Where appropriate, cross tabulations of the findings by UCI status and academic affiliation are discussed.

Q. 1 What will be your principal uses of the Science Library? (Mark as many boxes as applicable)

The results of this question are summarized below:

	% of Total Responses
• Research, using the current journals	84.0
• Research, using the stacks (books and older journals)	78.0
• Study, using current journals	24.1
• Study, using the stacks (books and older journals)	24.1
• Using the microcomputers lab	16.0
• Study, using your own materials	29.3
• Reference service	47.2

These results suggest that the principle uses of the science library will be **research**, using both current journals and the stacks.

The cross tabulation of this question by faculty, staff and students indicate that between 90% - 95% of the faculty and graduate students would use the library for research purposes. This finding was particularly predominant for the Department of Information and Computer Science. Also, it should also be noticed that 47.2% of the sample indicated that they would use the Science Library for **reference** services.

USE SURVEYS

10

THE UNIVERSITY OF MICHIGAN
ANN ARBOR

Dear Colleague:

As part of an important university-wide cost study, The University of Michigan Library, with the assistance of the Survey Research Center of the Institute for Social Research, is attempting to measure the extent to which students, faculty and research staff use the University library resources and services. The data gathered in this study will be used by the University in allocating library costs to instruction, research, and other activities, and in calculating the indirect cost rates to be negotiated with the U.S. Department of Health and Human Services.

In order to document library use on this campus, we have randomly selected members of the faculty and primary research staff to be asked to maintain a record of their use of the library system for a specified one-week period. This study will be conducted over a period of eight months, January - August, to take into account seasonal variations in patterns of library usage. Your participation in this study is vital even if you do not actually use the University library resources and services during your reporting week. Individual responses will be treated confidentially and usage statistics will be reported only as aggregates.

It is possible that the University will need to validate a few of the surveys by contacting individual respondents. In such a case the Survey Research Center would recontact survey respondents to ascertain if they would be willing to participate in this validation.

All necessary forms are enclosed. Please read the instructions before you begin and complete all forms as indicated.

Thank you for your cooperation.

Sincerely,

Ronald R. Powell

Ronald R. Powell
Assistant Professor of Library
Science and Library Cost Study
Coordinator

B E Frye

Billy E. Frye
Vice President for Academic
Affairs and Provost

F4--12/83

INSTRUCTIONS FOR COMPLETING AND RETURNING YOUR LIBRARY STUDY MATERIALS

This packet of materials includes:

1. white DAILY USAGE REPORT booklet,
2. blue VISITS REPORTS, and
3. gold MAIL/PHONE REPORTS.

DAILY USAGE REPORT BOOKLET

Fill out one page of the booklet each day of the designated week describing your library usage for that day. If you did not have contact with or make requests of a university library on a given day, you may simply check the "NO" box at the top of the column for the day.

If you will be out-of-town for all or part of the reporting week, fill in the report as appropriate--noting no contact if you had none on the days you were out-of-town.

Most questions in this report ask for *"How many..."*. In response to these, please be sure to record NUMBERS.

BLUE VISIT REPORTS AND GOLD MAIL/PHONE REPORTS

You should fill out a variable number of blue and gold forms, depending upon your library activities for each day of the week. Fill out a report for

--each visit to a university library,
--each phone call made to or received from a university library, and
--each piece of (campus or U.S.) mail sent to a university library.

If you need additional blue VISIT REPORTS and gold MAIL/PHONE REPORTS, you may either:

1. call Pat Veerkamp at 764-8356 and arrangements can be made to deliver additional forms to you, or
2. you may make additional xerox copies from a blank copy.

RETURNING THE MATERIALS

All materials should be returned promptly at the conclusion of the reporting week, whether or not you have had contact with any university library during that week.

Using the return mailing label provided, please return:

1. the completed DAILY USAGE REPORT booklet,
2. the completed VISIT and MAIL/PHONE REPORTS, and
3. any unused VISIT and MAIL/PHONE REPORTS

by campus mail to Pat Veerkamp, SRC--Field Office, 2129 ISR.

If we have not received your materials seven days after the end of the reporting week, we will contact you by telephone.

QUESTIONS ABOUT COMPLETING THE FORMS

If you have any questions about how to complete the forms, you may contact Pat Veerkamp at 764-8356.

PURPOSES OF LIBRARY USAGE

In classifying the purposes for which the library facilities and resources are being used, the following categories are being used.

a. *For preparation for UM class*

This category includes all instructional activities related to teaching (or taking) UM classes.

b. *For research funded through the University from outside funding agencies (or preliminary work for such a project, e.g., proposal writing).*

This category includes more "sponsored research". Funds coming from outside funding agencies such as NSF, PHS-NIH, Ford Foundation, Upjohn Co.

c. *For research separately funded from internal University funds (or preliminary work for such a project).*

This category includes a much smaller group of research than that included in "b" above. Included here are research projects funded from internal University funds and separately accounted for. They would include, for instance, Rackham grants, and the Michigan Memorial Phoenix Project.

d. *For other UM research or scholarly activity (non-funded or not separately funded), e.g., dissertation or departmental research.*

This category includes UM research activities that are non-funded or not separately funded. Included is research activity that you may do as part of your academic appointment, (and that you are thus being paid for) but that is not directly related to your instructional activities (which should be counted in "a") and for which you do not have specific funding.

e. *For other UM activity (What?___________________)*

This category includes all UM activities that are not for research. For example, committee work, patient care at the UM Hospital, tours of library facilities, etc. Describe briefly the purpose so these purposes can be categorized.

f. *For non-UM activity, e.g., personal use, non-UM job, etc. (Which?___________)*

This category includes any use of the libraries which is for a non-UM purpose. For example, for an outside consluting job, or for employment search. Describe briefly the purpose so these purposes can be categorized.

F1--12/83

THE UNIVERSITY OF MICHIGAN

LIBRARY USE AND USER SURVEY
FACULTY AND RESEARCH STAFF

DAILY USAGE REPORT

YOUR REPORTING WEEK IS:

ANSWER FOR "MONDAY" OF REPORTING WEEK ONLY:

Do you currently have any items checked out from a university library?

☐ Yes ☐ No

How many items have you had checked out for:

____ less than 8 weeks?

____ 8 to 16 weeks?

____ 4 to 6 months?

____ more than 6 months?

THIS PROVIDES A DESCRIPTION OF THE "PURPOSES" IN QUESTIONS 4a and 5a

a. For preparation for UM class

b. For research funded through the University from outside funding agencies (or preliminary work for such a project; e.g., proposal writing)

c. For research separately funded from internal University funds (or preliminary work for such a project)

d. For other UM research or scholarly activity (non-funded or not separately funded; e.g., dissertation or departmental research)

e. For non-research UM activity

f. For non-UM activity (e.g., personal use, non-UM job)

MONDAY

Did you have contact with or make requests of a UM library today?

☐ YES ☐ NO

ANSWER QUESTIONS 1-5b BELOW

1. *How many* visits to any university library did you make:

a. ...during its regular operating hours?

____# of visits → **Fill out a BLUE VISIT REPORT for each visit, or enter "0" if no visits**

b. ...outside its regular operating hours, e.g., through special permission or by use of a key?

____# of visits → **Fill out a BLUE VISIT REPORT for each visit, or enter "0" if no visits**

2. *How many* times did you make use of any university library service or resources by telephone?

____# of calls → **Fill out a GOLD MAIL-PHONE REPORT for each call, or enter "0" if no calls**

3. *How many* pieces of mail did you send to a university library?

____# of mailpieces → **Fill out a GOLD MAIL-PHONE REPORT for each mailpiece, or enter "0" if no mailpieces**

4. Did you make any requests of a library messenger service?

☐ YES ☐ NO → GO TO Q. 5

4a. *How many* of these requests were:

(Enter the number of uses made for the purposes listed--if a use was for more than one purpose, count it more than once.)

___# for UM class

___# for UM research outside funding

___# for UM research internal funding

___# for UM research non-funded

___# for other UM activity

___# for non-UM

5. Did you request someone else (e.g., research assistant, secretary) to use any university library on your behalf?

☐ YES ☐ NO

5a. *How many* of these requests were:

(If for more than one purpose, count it more than once.)

___# for UM class

___# for UM research outside funding

___# for UM research internal funding

___# for UM research non-funded

___# for other UM activity

___# for non-UM

5b. *How many requests were to:*

___ check out or renew materials?

___ photocopy library materials?

___ place "holds" on or "searches" for library materials?

___ conduct a literature search or review?

___ do other bibliographic work, e.g., verifying citations?

___ do something else? (What? ______________________________________)

F3--12/83

☐

VISIT REPORT

THE UNIVERSITY OF MICHIGAN
LIBRARY USE AND USER SURVEY
FACULTY AND RESEARCH STAFF

COMPLETE ONE FORM FOR EACH LIBRARY VISIT

1. On what day was this visit made? ____________ (day of week) ____________ (month) ____________ (date) *(1:5-9)*

2. What is the name of the library to which this visit was made? ______________________ *(10-11)*

   2a. Was this visit during regular library hours? ☐ YES ☐ NO *(12)*

THIS PROVIDES A DESCRIPTION OF THE PURPOSES IN THE COLUMN HEADINGS IN Q3a, Q4b AND Q5b.

- a. For preparation for UM class
- b. For research funded through the University from outside funding agencies (or preliminary work for such a project; e.g., proposal writing)
- c. For research separately funded from internal University funds (or preliminary work for such a project)
- d. For other UM research or scholarly activity (non-funded or not separately funded; e.g., dissertation or departmental research)
- e. For other UM activity
- f. For non-UM activity (e.g., personal use, non-UM job)

3. Which of the following library services did you use during this visit--did you?

(Check "NO" or "YES" for each service listed below.)

For each "YES" to Q3, enter the NUMBER of times the service was used for each purpose listed.

If used for more than one purpose, count more than once.

3a. How many times was the service used for:

			# for	# for University Research			# for	# for	
			a. UM class	b. Outside funding	c. Internal funding	d. Non-funded	e. UM other	f. Non-UM	
use the card catalog?	☐ NO	☐ YES →							*(13)*
use the circulation desk?	☐ NO	☐ YES →							*(20)*
request that a "hold" or "search" be placed on materials?	☐ NO	☐ YES →							*(27)*
request library items be retrieved from storage?	☐ NO	☐ YES →							*(34)*

3. (cont.) During this visit did you:

(Check "NO" or "YES" for each service listed below.)

For each "YES" to Q3, enter the NUMBER of times the service was used for each purpose listed.

If used for more than one purpose, count more than once.

(See first page for detailed description of purposes.)

3a. (cont.) How many times was the service used for:

			# for	# for University Research			# for	# for	
			a. UM class	b. Outside funding	c. Internal funding	d. Non-funded	e. UM other	f. Non-UM	(2:5)
request items be borrowed through interlibrary loan?	☐ NO	☐ YES →							(5)
request a computer database search be conducted?	☐ NO	☐ YES →							(12)
consult with a member of the reference staff?	☐ NO	☐ YES →							(19)
consult with a member of the staff of the Graduate Library Catalog Information?	☐ NO	☐ YES →							(26)
consult with a member of the staff of the Graduate Library Serials Services and Records?	☐ NO	☐ YES →							(33)
request information about materials on-order or in-process?	☐ NO	☐ YES →							(40)
consult with any other library staff members?	☐ NO	☐ YES →							(47)
use library photocopiers or library photocopy services for copying library materials?	☐ NO	☐ YES →							(54)
use any other library services or facilities not already mentioned?	☐ NO	☐ YES →							(61)

What services?

_______________________________________ (68)

____

____

____

4. During this visit did you check out, return, or renew any library materials?

☐ YES ☐ NO ——→ TURN TO P. 4, QUESTION 5 (3:5)

4a. Did you check out, return, or renew:

(Check "NO" or "YES" for each type of material listed below.)

For each "YES" to Q4a, enter the ***NUMBER*** *of those items checked out, returned, or renewed for each purpose listed.*

If for more than one purpose, count more than once.

(See first page for detailed description of purposes.)

4a. How many (of the items described below) were checked out or renewed for:

			# for	# for University Research			# for	# for	
			a. UM class	b. Outside funding	c. Internal funding	d. Non-funded	e. UM other	f. Non-UM	
books written in English?	☐ NO	☐ YES →							(6)
dissertations?	☐ NO	☐ YES →							(13)
technical reports?	☐ NO	☐ YES →							(20)
books written in a foreign language?	☐ NO	☐ YES →							(27)
scholarly journals?	☐ NO	☐ YES →							(34)
magazines?	☐ NO	☐ YES →							(41)
newspapers?	☐ NO	☐ YES →							(48)
government publications?	☐ NO	☐ YES →							(55)
manuscript materials?	☐ NO	☐ YES →							(62)
maps?	☐ NO	☐ YES →							(69)
music scores?	☐ NO	☐ YES →							(4:5
audiovisual materials?	☐ NO	☐ YES →							(12)
microforms?	☐ NO	☐ YES →							(19)
other materials?	☐ NO	☐ YES →							(26)

What kinds were they?

______________________________ (33)

____

____

____

5. During this visit did you skim, consult, or read any library materials, but not check them out?

☐ YES ↓ ☐ NO (4:35)

5a. Did you skim, consult, or read:

(Check "NO" or "YES" for each type of material listed below.)

For each "YES" to Q5a, enter the NUMBER of those materials skimmed, consulted, or read for each purpose listed.

If for more than one purpose, count more than once.

(See first page for detailed description of purposes.)

5a. How many (of the materials described below) were skimmed, consulted, or read, (and not checked out) for:

			# for	# for University Research			# for	# for	
			a. UM class	b. Outside funding	c. Internal funding	d. Non-funded	e. UM other	f. Non-UM	
books written in English?	☐ NO	☐ YES →							(36)
indexes or abstracts?	☐ NO	☐ YES →							(43)
dissertations?	☐ NO	☐ YES →							(50)
technical reports?	☐ NO	☐ YES →							(57)
books written in a foreign language?	☐ NO	☐ YES →							(64)
scholarly journals?	☐ NO	☐ YES →							(71)
magazines?	☐ NO	☐ YES →							(5:5)
newspapers?	☐ NO	☐ YES →							(12)
government publications?	☐ NO	☐ YES →							(19)
manuscript materials?	☐ NO	☐ YES →							(26)
maps?	☐ NO	☐ YES →							(33)
music scores?	☐ NO	☐ YES →							(40)
audiovisual materials?	☐ NO	☐ YES →							(47)
microforms?	☐ NO	☐ YES →							(54)
other materials?	☐ NO	☐ YES →							(61)

What kind were they? ↓

______________________________ (68)

____

____

F2--12/83

☐

MAIL/PHONE REPORT

THE UNIVERSITY OF MICHIGAN

LIBRARY USE AND USER SURVEY
FACULTY AND RESEARCH STAFF

COMPLETE ONE FORM FOR EACH (MAILPIECE SENT/PHONE CALL) TO A UNIVERSITY LIBRARY

1. On what day was this (mailpiece sent/call made)? ____________ (day of week) ____________ (month) ________ (day) *(1:5-9)*

2. What is the name of the library to which you (sent mail/phoned)? ____________________ *(10-11)*

   2a. Was this contact by: ☐ MAIL ☐ PHONE *(12)*

THIS PROVIDES A DESCRIPTION OF THE PURPOSES IN THE COLUMN HEADINGS IN Q3a.

- a. For preparation for UM class
- b. For research funded through the University from outside funding agencies (or preliminary work for such a project; e.g., proposal writing)
- c. For research separately funded from internal University funds (or preliminary work for such a project)
- d. For other UM research or scholarly activity (non-funded or not separately funded; e.g., dissertation or departmental research)
- e. For other UM activity
- f. For non-UM activity (e.g., personal use, non-UM job)

3. Which of the following library services did you use in this contact--did you:

   (Check "NO" or "YES" for each service listed below.)

For each "YES" to Q3, enter the NUMBER of times use of the service was requested for each purpose listed.

If used for more than one purpose, count more than once.

3a. How many times was the service used for:

			# for a. UM class	# for University Research b. Outside funding	c. Internal funding	d. Non-funded	# for e. UM other	# for f. Non-UM	
request use of the card catalog?	☐ NO	☐ YES →							*(13)*
use the circulation desk?	☐ NO	☐ YES →							*(20)*
request that a "hold" or "search" be placed on materials?	☐ NO	☐ YES →							*(27)*
request library items be retrieved from storage?	☐ NO	☐ YES →							*(34)*

3. (cont.) In this contact did you:

(Check "NO" or "YES" for each service listed below.)

For each "YES: to Q3, enter the NUMBER of times use of the service was requested for each purpose listed.

If used for more than one purpose, count more than once.

(See first page for detailed description of purposes.)

3a. (cont.) How many times was the service used for:

			# for a. UM class	# for University Research b. Outside funding	 c. Internal funding	 d. Non-funded	# for e. UM other	# for f. Non-UM	*(2:5)*
request items be borrowed through interlibrary loan?	☐ NO	☐ YES →							*(5)*
request a computer database search be conducted?	☐ NO	☐ YES →							*(12)*
consult with a member of the reference staff?	☐ NO	☐ YES →							*(19)*
consult with a member of the staff of the Graduate Library Catalog Information?	☐ NO	☐ YES →							*(26)*
consult with a member of the staff of the Graduate Library Serials Services and Records?	☐ NO	☐ YES →							*(33)*
request information about materials on-order or in-process?	☐ NO	☐ YES →							*(40)*
consult with any other library staff members?	☐ NO	☐ YES →							*(47)*
request use of library photocopiers or library photocopy services for copying library materials?	☐ NO	☐ YES →							*(54)*
request any other library services or facilities not already mentioned?	☐ NO	☐ YES →							*(61)*

What services?

____ *(68)*

____

____

____

THE UNIVERSITY OF MICHIGAN
LIBRARY USE AND USER SURVEY

EXIT QUESTIONNAIRE

2/9/84
P. 468002

SURVEY RESEARCH CENTER
INSTITUTE FOR SOCIAL RESEARCH
THE UNIVERSITY OF MICHIGAN
ANN ARBOR, MICHIGAN 48106

Iwer #: ☐☐☐☐ Name: ____________
Library: ☐☐-☐ ____________
____________ week of ____________
Time Period: ☐☐☐☐ Begin ☐☐ :30

1. Hello, I'm with the Survey Research Center, conducting a study of library users.

On this visit to the library did you--just use the library space for studying, did you use library materials and services, or what? (CHECK ONE--PROBE IF UNCLEAR.)

	ASK Q.2-3	THEN
☐ 1. JUST USED LIBRARY SPACE FOR STUDYING	YES →	TERMINATE
☐ 2. USED LIBRARY MATERIALS AND SERVICES	YES →	R FILLS OUT BACK
☐ 3. OTHER: (DESCRIBE: ____________)	YES → ☐ USED LIBRARY MAT'L/SERVICE YES → ☐ IF NOT →	R FILLS OUT BACK TERMINATE
☐ 4. LIBRARY STAFF EMPLOYEE AT WORK →	NO, TERMINATE	
☐ 7. NONINTERVIEW: (DESCRIBE: ____________ ____________)		

2. What is your primary affiliation with the University? (CHECK ONE--PROBE IF UNCLEAR)

- ☐ 1. UM UNDERGRADUATE
- ☐ 2. UM GRADUATE OR PROFESSIONAL STUDENT
- ☐ 3. UM FACULTY
- ☐ 4. UM PRIMARY RESEARCH STAFF
- ☐ 5. UM OTHER STAFF--P&A, CLERICAL, SERVICE, TECHNICAL, ETC. (DESCRIBE: ____________)
- ☐ 6. OTHER USER (DESCRIBE: ____________)

3. (OMIT IF NON-UM USER) What School, Department, Institute or Unit are you with?

____

5. *How many* of each of the following types of materials did you checkout, return, renew, skim, consult, or read? Enter the NUMBER of items used.

____ books written in English
____ dissertations
____ technical reports
____ books written in a foreign language
____ scholarly journals
____ magazines
____ newspapers
____ government publications

____ manuscript materials
____ maps
____ music scores
____ audiovisual materials
____ microforms
____ other materials
→ What kinds were they? ____________________

6. Which of the following services did you use during this visit? Check ALL boxes that apply.

☐ card catalog
☐ circulation desk or return box
☐ place a "hold" or request a "search"
☐ retrieval from off-site storage
☐ interlibrary loan
☐ computer database search
☐ consultation with reference staff
☐ consultation with staff of GL Information Desk

☐ consultation with staff of GL Serials Services and Records
☐ inquire about materials on-order or in-process
☐ consultation with other library staff
☐ library photocopiers or photocopy service
☐ other library services not already mentioned?
→ What services? ____________________
____

How will the materials and services obtained in this visit be used? Check ALL boxes that apply.

☐ For preparation for UM *class* (student or faculty)
☐ For research funded *through the University from outside funding agencies*
☐ For research separately funded from *internal University funds*
☐ For *proposal development* for research to be funded through the University (from internal funds or outside funding agencies)

☐ For other *UM research* or scholarly activity *(non-funded or not separately funded)*, e.g., dissertation or departmental research
☐ For *other UM* activity (What activity? ____________________)
☐ For *non-UM activity* (e.g., personal use, non-UM job, etc.) (What activity? ____________________)

Did you visit the library: (Check ONE box)

☐ just for your own work, ☐ on behalf of someone else, or ☐ both for yourself and for someone else?

We may wish to recontact a few respondents to verify survey results. If you are willing to be recontacted, please *PRINT* your name and telephone number below.

Name: ____________________ Telephone Number: ____________________

WASHINGTON UNIVERSITY
Library Use and User Survey 1986-1987
Interviewer Instructions

The libraries of the University are cooperating in a University-wide study of library use for the purpose of more accurately allocating costs to instruction, research and other activities. Our objectives are to achieve a high response rate, accurate results and to avoid bias which might impair the validity of those results. Your role is critical in helping us to achieve those objectives.

This study has two elements: a cost study and a user survey. The latter is aimed at determining how frequently various segments of the University population use the libraries and for what purposes. During the period of June 2, 1986 to May 26, 1987 a user survey will be conducted at each of our libraries during selected days and during a selected two hour interval on those days. It will be your role to interview library users as they exit the library.

Because we are using a statistical sampling technique there is a preselected pattern for determining which of the library patrons will be interviewed. Please note that one of the attachments to this memorandum is a sample selection table. You will be using a table such as this during each interval in which the survey is conducted. They will not all be identical. For example, during heavy traffic periods you may interview 1 in every 23 patrons exiting the library. In intervals when traffic is much lighter you may possibly interview 1 in 12. It will be necessary to keep a count on those exiting the library during the survey interval and to mark off each number on the table with a slash. When a number that is asterisked and underscored is reached that patron should be interviewed. During busy periods it will be necessary for two members of the library staff to work together, with one doing the tallying and the other conducting the interview. During light periods it may be possible for one staff member to handle both tasks. It is important that we not lose count and that we handle the interviews in the sequence indicated.

To handle the interview you should position yourself at a location where you can conveniently intercept the patron as he or she exits the library. Be assertive without being abrasive. You might introduce the interview by saying "I'm involved in a survey that is important to the library and I need to ask you a few questions that will take less than two minutes of your time." Other institutions that have conducted this kind of survey have achieved better than a 90% response rate, so you should be able to approach the interviewee with confidence. If the patron declines to be interviewed ask if they would be willing to fill the form out later in the day, at their leisure, and send it back to the library through intra-university mail. (Each survey form will be numbered sequentially so that we will know which have been given out to be returned later). If the patron agrees hand him the survey form and note on the sample selection table the status of the patron (e.g. faculty, graduate student
etc.). This information will be important if the patron does not return the

form. If the patron still declines to be interviewed do not substitute another patron instead note that fact in item 6 on the survey form also indicating the status of the patron and the reason for the refusal to be interviewed if you can determine it. The latter may be helpful to us in assessing the response rate.

You will be reading the questions on the survey instrument to the library patron and recording the responses. That will give you an opportunity to try to assure that the patron understands the question. The first task is to secure the I.D. number of the patron so that a follow-up contact can be made for validation purposes if necessary. The first question is intended to identify the casual user who was in the library to meet a friend, use the rest room, telephone or photocopy machine and did not use library materials or services(note that returning books does count as a use of library materials and services). If the use was casual (item 1. b. on the survey form) the survey is completed for that patron and the interview may be terminated.

With regard to item 2, the patron may indicate that he does not recall precisely how many materials were used. Encourage the patron to give his best estimate. Item 4 calls for the patron to indicate whether he used the library on his own behalf or was sent by someone else. As you know faculty members frequently send students or others to the library for them. But this practice is not necessarily confined to faculty members. It is most important in such instances to both record the name of the individual being interviewed as well as the name of the person who sent that individual to the library on his behalf. In these cases the patron will not be asked item 5 because it is not likely that he will know the purpose for which the library materials or services will be used. Instead the person who sent him to the library will be contacted later in the same day or on the following day and after being told that " You sent ____________ to the library on __________ ., he will be asked the purpose for which the service or materials was used.

If the patron exiting the library is the principal rather than a surrogate and you ask him to respond to item 5 you will have two color coded sheets containing the definitions of purpose. They are color coded because there is a variation in the sequence of the two most critical definitions. You should hand one of those sheets to the patron, alternating the two for successive interviews, so that he can study the definitions before responding. This is the portion of the survey most subject to error. Probe to make certain that the definitions are understood. If the patron indicates that he used the library for more than one purpose respond that it is appropriate to check more than one purpose if they are of relatively equal importance. But if one purpose was incidental it should be ignored and only the primary purpose checked.

You may be stationed at a telephone rather than an exit during a survey interval. Telephone requests are equivalent to visits for the purposes of this survey. In such instances you should handle the telephone request as you would if the survey was not being conducted, However, in addition to responding to the patron's request you should note what is requested on the survey instrument that is provided to you for the telephone survey, obtain and record the patron's identity, and record the purpose of the request. You will be given a sample selection table to assist in processing telephone surveys and it should be used in the same manner as the table that guides selection of survey subjects who have visited the library.

As a means of avoiding bias, we prefer that you not be very explicit in discussing the purpose of this survey. Do not volunteer the purpose. If the survey subject raises the question simply indicate that you have been asked to help in this survey and that you understand that the objective is to determine the extent to which library services are used.

Selection Number ☐

WASHINGTON UNIVERSITY
Library Use and User Survey 1986-1987

Interview Number [A] ☐

Freq.: 1/____

Library ____________ Date Scheduled ________ Actual Date ________

Interviewer ____________ Time Start ________ Time Stop ________

Hello, I'm conducting a survey on library use and would like to take just two minutes of your time for a few questions. May I first ask if you are associated with Washington University? Yes ________ No ________ (If NOT, terminate the interview.)

May I ask your name? ____________________ Dept. ________ ID ________

School (circle): Arch./A&S/Bus./Dental/Eng./F.A./Law/Med./S.W./Other____________

Status (circle): Faculty/Grad. student/U.G. student/Staff

1. On this visit to the library did you use the library:

   A. ( ) To obtain library services or refer to library materials?

   B. ( ) To study, use the telephone, photocopy machines or something else not involving library services or materials?

   (Check A. or B. Probe if unclear. If B. only, terminate the interview.)

2. HOW MANY of the following types of materials did you check out, return, renew, skim, consult, read or photocopy?

   ( ) Scholarly or Scientific journals
   ( ) Popular magazines (e.g. Time, Business Week) or current newspapers
   ( ) Abstracts and Indexes
   ( ) Books
   ( ) Other____________
   ( ) Microforms
   ( ) Government documents
   ( ) Audio-visual

3. Which of the following services did you use during your visit? Check all that apply.

   ( ) Circulation/Reserve/Book Return
   ( ) Catalog/Computer Catalog
   ( ) Consultation with Reference staff
   ( ) Other (specify____________)
   ( ) Database Search
   ( ) Serials Window/Printout

4. Did you visit the library:

   ( ) For your own work?

   ( ) On behalf of someone else? (Identify principal____________)

5. How are the materials and services obtained in this visit being used?
   Show the library patron the definitions of purpose. Check all boxes that apply unless one use is of primary importance.

   ( ) Preparing for class (student or faculty)

   ( ) For research funded by a specific budget either from an external source (federal or state agency, foundation, etc.) or from the University

   ( ) In connection with an application for funding support for research that is currently in preparation. Indicate proposed sponsor and application deadline ____________________.

   ( ) For other research for which no formally budgeted funds were provided, including work on an article or outside lecture not directly resulting from grant-sponsored activity.

   ( ) For other activity, such as personal use (specify____________)

6. Non-interview ( ) Describe____________________

This is to be checked for any patron who declines to be interviewed. Indicate status of patron (faculty member, graduate student, etc.), and reason for not wishing to be interviewed.

SELECTED READING LIST

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- SOLVE PROBLEMS
- MANAGE CHANGE AND
- IMPROVE PERFORMANCE

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